



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

The purpose of the Chromebook Insurance Agreement (“Agreement”) is to offer Making Waves Academy (“MWA”) Parents/Guardians and Student(s) the opportunity to obtain insurance coverage in the event of loss or damage of a Chromebook device (“Chromebook”) or accessories, components, and/or peripherals owned by MWA while under the responsibility of the Student(s). This Agreement is voluntary. MWA will not discriminate against any student(s) or prevent any Student(s) from participating in any educational activity, whether curricular or extracurricular, based on whether or not the Parent(s)/Guardian(s) or Student(s) accepts this Agreement.

Terms

This Agreement is effective from the date of payment and execution of this Agreement until the last day of the school year, the termination of the Student(s)’s enrollment, or the Student(s)’s withdrawal, transfer, or graduation from MWA, whichever is earliest. This policy is also transferable to a replacement device and power adapter.

1. Insurance can be purchased with an inspection of the device
2. The inspection must be performed by a member of the MWA IT Team
3. The deadline to purchase insurance is **November 1st of each school year.**

Insurance Payments

Parent(s)/Guardian(s) and the Student(s) agree to make a nonrefundable payment of **thirty-five dollars (\$35)**, for each Chromebook covered under the plan. This payment activates coverage up to \$800.00 of damage for your Student(s)’ device (Chromebook or power adapter) until the last day of school. Students are allotted two damage reports per year. Parent(s)/Guardian(s) and Student(s) will be responsible for damages not covered by this policy.

Parents(s)/Guardian(s) not purchasing insurance understand that they are responsible for the full repair and replacement cost for damages to their Student(s)'s Chromebook.



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

Payments Options

MWA accepts the following payment types:

1. Cash
2. Checks (Made to Making Waves Academy)
3. School Mint (Debit / Credit Card) (**ONLY until November 1st**)

You can also mail your payments to **Making Waves Academy, 4123 Lakeside Drive Richmond, CA 94806**

Coverage

By entering into this Agreement, the Parent(s)/Guardian(s) and the Student(s) will have their assigned device covered against an assortment of damages. Parent(s)/Guardian(s) and the Student(s) will not be liable to MWA for loss or damages to the Chromebook or Chromebook power adapter.

1. In order to receive coverage, the Student(s) must have paid for insurance on-line during registration or at the front desk of the middle or upper school within 30 days after the start of school.
2. Insurance claims must be filed with the IT department for any damages to the Student(s)'s Chromebook. For example:
 - a. Accidental Damage (Drops & Spills)
 - b. Display & Screen Damage
 - i. Cracked Screen (small or large)
 - ii. The display has multiple lines through
 - c. Power Surges
 - i. By Lighting
 - ii. By Power outage
 - d. Liquid Submersion
 - e. Theft
 - f. Fire, Flood & Natural disaster
 - g. Chromebook Case damage
 - i. Broken hinges/bezels (Chromebook lid not closing properly)



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

- h. Keyboard Malfunction
 - i. keys on keyboard not working
 - ii. Trackpad/ mouse not responsive
 - i. Manufacture defects and hardware failures are covered by MWA
3. In case of loss or theft, a police report must be submitted when filing the insurance claim.
- a. If the loss or damage was a result of a violation of the “MWA Technology Acceptable Use Policy” or the “Chromebook Use Agreement”, the Student(s) may be subject to disciplinary consequences, according to school disciplinary policy, which can be found on the Family Handbook. Violation of the MWA Technology Acceptable Use Policy and Chromebook Use Agreement include, but are not limited to, intentional or willful damage and negligence.
4. In case a replacement device or accessory is needed, MWA reserves the right to provide the Student(s) with a different make or model that serves the same functionality. The new device or accessories, components, and/or peripherals issued to the student(s) will be covered by this Agreement and any insurance coverage purchased by the student’s family.
5. The choice of replacement or repair is at the discretion of the IT Director of MWA
- a. The School Director or his/her designee, in consultation with the IT Director and others as necessary, will be responsible for interpreting these rules or any situation not specified in this Agreement.
 - b. Insurance covers two (2) incidents or up to \$800.00 in damages (whichever occurs first) . Any damages reported after the amount mentioned above is exhausted will be billed to parents of students for the cost of the repair.

Limitations to Coverage

This Agreement does not cover:

1. Lost or stolen devices or accessories *without* a police report
2. Cosmetic damage or other damage that does not affect the function of the device or power adapter
 - a. scratches and dents that do NOT affect the functionality of the device.
3. Damages caused by misuse and abuse of the Chromebook
 - a. Damage caused intentionally or through extreme neglect.



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

4. Any device that indicates an attempt to remove or the removal of tamper-proof asset tag stickers.
5. Any device that was not issued to the student
 - a. If your student damages another student's device, your insurance does not cover the cost of the replacement or repair.

Repair and Replacement

Costs associated with Chromebook repair, replacement or defacing devices are as follows:

Lost or Stolen Chromebook without Insurance	\$275.00
Chromebook Touch Screen LCD	\$180.00
Chromebook Keyboard/Palm Assembly	\$70.00
Chromebook 45w Output Power Adapter	\$40.00
Chromebook LCD Bezel/hinge set /Chromebook back or bottom cover	\$60.00

Pricing is subject to change, based on the current repair facility policies. MWA will communicate any changes in repair or replacement cost to families through school mailings.

Claim Procedures

- Student MUST notify their teacher of the incident
- Go directly to your school's technology room.
- The Technology Department will examine the Chromebook and/or power adapter to determine if there is a qualified insurance claim.
- If there is a claim, the computer technician will fill out the appropriate paperwork and inform the office staff. You will receive a telephone call, letter, and/or email from office staff when a claim is filed on your child's Chromebook or power adapter.
- Once the claim is in the process, a loaner will be issued to the student.
- In cases of theft or loss, a copy of a police report must accompany the student before a loaner Chromebook or power adapter is issued. The police report must also directly mention the theft or loss of the Chromebook and the circumstances surrounding the theft or loss.



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

First incident

- Students **with insurance** - Repair and replacement costs are covered under insurance policy unless excluded as set forth above
- Students **without insurance** - Repair and/or replacement costs will be invoiced

Second incident

- Students **with insurance** - Repair and replacement costs are covered under insurance policy unless excluded as set forth above
- Students **without insurance** – Repair and/or replacement costs will be invoiced

Third incident and each subsequent incident

- Any damages or loss reported will have an invoice sent for repair and/or replacement cost. (ALL STUDENTS)

If no insurance has been purchased, and the device is damaged or lost or stolen, the parent will be invoiced for the repair costs and/or replacement parts or device.

Fraud, Concealment, and Misrepresentation

Coverage may be denied if the Student(s) willfully defrauds, conceals, and/or misrepresents any material information about the cause of damage or loss of the device.

Returning Your Chromebooks

All Chromebooks must be returned following the guidelines outlined in the computer use policy.

1. All Chromebooks will be collected during **the final two weeks of school** every year.
 - a. Seniors Chromebooks are collected upon the completion of final exams.
 - b. Fifth through Eleventh grade students are required to turn in their assigned Chromebook and power adapter to allow the IT team to perform end of the year maintenance and inventory.
2. Student(s) who have unenrolled or who are not returning to MWA must return their



Making Waves Academy Chromebook Repair & Replacement Policy and Insurance Agreement

Chromebook to the IT Directors office.

3. Any Chromebook not returned will be considered as stolen property
4. Prior to graduating or leaving the MWA:
 - a. Student(s) who may want to save work should use Google Takeout to transfer any work to a personal G-mail account.
 - b. All Chromebook damages **NOT** covered by the insurance plan must be paid in full.

By signing this document I agree to the terms and conditions set forth by the MWA Chromebook Repair & Replacement Policy and Insurance Agreement.

Student

Signature: _____ Date: _____

Parents

Signature: _____ Date: _____