

# AppleCare

## AppleCare

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Every iPad comes with one year of hardware repair coverage through its limited warranty and up to 90 days of complimentary technical support. For more information, please go to <https://www.apple.com/sg/support/products/ipad/>

## AppleCare+ for Schools for iPad

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### Technical support

- 24/7 priority access to Apple experts via chat or phone in English
- Using iPadOS and iCloud
- Questions about Apple-branded iPad apps
- Connecting to wireless networks

### Hardware coverage

AppleCare+ for Schools provides a 3-year coverage for iPad, Apple Pencil, and includes the following:

- iPad
- Battery that retains less than 80 percent of its original capacity
- Included USB cable and power adapter
- Apple Pencil
- Logitech Rugged Combo 3
- Up to two incidents of accidental damage per year

### Service options

- Carry-in repair
- Express Replacement Service<sup>4</sup>

# Insurance

<b>Coverage period:</b>	Up to 3 years
<b>Sum Insured:</b>	Equivalent to unit price of device
<b>Coverage:</b>	No Excess Plan

## **Covers all types of accidental damages such as:**

- Fire
- Lightning
- Power surges
- Accidental e.g. Water spillage, drop etc.
- Theft due to forcible entry (claim has to be supported with police report from any neighbouring police post)
- Robbery

## **Exclusion include but not limited to Warranty claims consisting of:**

- Manufacturing defects
- Internal mechanical faults
- Inherent defects, wear and tear
- Unattended equipment
- Unexplained or mysterious circumstances
- Intention acts
- Used by others
- Consequential loss
- Loss of Data

## **Terms of Indemnity**

- The repair amount shall not be more than the Product's value
- The reimbursement amount of replacement or Product that is damaged beyond economical repair should be equivalent to the Product's purchase value
- The reimbursement amount for loss of product due to forcible entry or robbery should be equivalent to the Product's purchase value
- The loss of Product due to forcible entry or robbery must be supported with a police report and submitted to the insurer.

## Other References

- <https://www.apple.com/legal/sales-support/applecare/education/applecareplussg.html>