



2024-2025 Hays CISD Device Protection Plan

Overview:

As part of the Hays CISD 1:1 initiative, the district is offering a Device Protection Plan to cover accidental damages and losses including theft and lost devices. We highly recommend this plan to those opting-in to utilize a district device.

The 2024-2025 Device Protection Plan **MUST** be purchased within 60 days from the first day of school unless your student is newly enrolled or if a life changing event occurs within the school year which will then have to be reviewed on a case to case basis. In addition, we are limiting ONE protection plan per student, per school year.

- Pricing will be determined according to your student's lunch qualification. **Regular: \$40, Reduced: \$20, Free: \$10**
- The plan can be purchased online at the site linked below. Please note that the Device Protection Plan is non-refundable and must be purchased before the damage/repair occurs.
<https://hayscisid.revtrak.net/techonly/#/v/2024-2025-Technology-Device-Protection-Plan>
- Parents/guardians and students are not authorized to attempt repairs themselves, or contract with any other individual or business for the repair of the Chromebook or iPad.
- Theft or loss of device must be immediately reported to your campus Library staff or to the Technology Dept.
- If the Chromebook is damaged or not working properly, it must be turned in to the campus for repair or replacement. If a loaner device is issued, please note that the plan is tied to the student and NOT the device. Therefore, if your student has an active protection plan then the loaner device will qualify for the plan coverage.

Coverage:

The Device Protection Plan provides coverage for *accidental damage, loss or theft* of a Chromebook or iPad device. Please note that the plan covers the device *only*. In the event that a device is stolen or accidentally damaged beyond repair and this is a second or subsequent repair, it will be at the campus' discretion whether or not to loan a temporary device to the student. Device cases and chargers are NOT included in this coverage. Fees for these items will be charged to the students.

- **Only two (2) claims per school year** - This includes repairs such as screen, keyboard, charging port etc. All repairs in the same work order will be counted as 1 claim. If the device is a total loss then both claims will be utilized. In the case that only one claim remains available then the student will be responsible for the full replacement cost. In this case, the remaining single claim can still be applied to another repair.
- **Theft of a device** - A police report must be filed with your campus SRO or the Police Station within 3 days of the device being stolen. A copy of the report must be made available to the campus Library staff. Both claims must be available in order for the protection plan to cover the device replacement. If only one claim remains, students will be responsible for 50% of the cost.
- **Lost device** - If a device is lost, we will offer partial coverage. Both claims must be available in order for the protection plan to cover the device replacement. In addition, the students will be responsible for 50% of the total costs. If only one claim remains, students will be responsible for the total replacement cost of the device. Total replacement costs will range from \$250 to \$310.

*****Intentional damage, vandalism or other damage caused due to user negligence will not be covered and will be reported to the campus SRO by Library Staff. (Determined by the Technology Department, pictures of the damage will be provided).*****

After Warranty Ends:

Students will be responsible for any repairs or device replacement costs that may occur.

- Please utilize this link to see all possible repair or replacement charges.
<https://docs.google.com/spreadsheets/d/1RJqKvxl6d3NON0Z13raeP9a8IN-TVMsTyDfTjTw0LTc/edit#gid=0>
- Students/parents will receive balance notifications from the campus and/or the Technology Department.