

Excess Charge Guide

The 1:1 scheme at **Downham Market Academy** is designed to cover and support all issues which arise from normal use, including fair wear and tear. Please see the table below for exceptions to this cover:

Issue	Coverage
Manufacturing defects / power faults / boot loops	Covered
iOS software issues	Covered
Defective charger	Covered
Excessive screen damage	Chargeable Repair
Liquid damage	Chargeable Repair
Bent / twisted device	Chargeable Repair
Vandalism	Chargeable Repair
Stolen device	Covered*
Lost device	Not Covered**

Excessive Damage Definition

1. Puncture / holes in screen.
2. Cracks or damage extending across a significant portion of the screen.
3. Missing material from bezel or screen revealing internal components.

Coverage Exclusions

* Stolen devices are covered by the scheme when reported to the police and a Crime Reference Number obtained.

** Lost devices and chargers are not covered by the scheme and the full replacement cost is chargeable.

