

Jigsaw24 warranty for iPad for education T&Cs

Hardware maintenance on your iPads:

- Hardware warranty on your iPads^{1*}
- Next school day hardware replacement^{2*}
- Email and telephone number to report a fault
- Helpdesk diagnosis and management of hardware faults and issues
- Helpdesk Problem management to help identify and resolve ongoing or underlying issues
- Warranty diagnostics and repairs managed on your behalf
- Free courier collection and return

Software support:

- Helpdesk remote support on issues relating to:
 - Operating System and 1st party Apps
 - iPad Licensing issues
 - iPad iTunes issues
 - Device-specific wireless issues
 - Device-specific security advice
- General advice and support on Apple Configurator
- The number of calls and tickets is unlimited for remote software support within the scope of the support^{3*}
- Email and telephone number to report a fault
- Ticketed incident management, and problem management to help identify and resolve ongoing or underlying issues

Service features (general):

- Service is available during School hours, i.e. 8:30am to 5:30pm UK time, Monday to Friday (UK bank holidays excluded)
- Support tickets can be raised via phone or email
- Customer service on device supply and delivery of devices from Jigsaw24
- When we deem that on-site attendance is required for resolution, there is no extra charge^{4*}

The smallprint

1* Hardware warranty does not cover the following (N.B. same exclusions as AppleCare):

- Cracked screens
- Scratches, dents, non-functional damage to cases and minor cosmetic imperfections
- Wear and tear arising from normal usage of the device
- Loss or damage to the device caused by fire, water, theft, malice or by accidental loss
- Faults arising as a result of changes or modification to devices other than those supported by Apple
- Devices on which the serial number has been erased or otherwise rendered illegible
- 3rd party peripherals that are not included as a functional component of a device and not enumerated on the equipment list.

2* Next School Day depends on three factors:

- Our couriers must be able to get to you within that time (i.e. you're not located within the two day delivery area by UK couriers)
- You report the hardware fault to us before 3:00pm (though we will make reasonable efforts to deliver the replacement NBD for faults reported after 3:00pm and before 5:00pm)
- Delivery is not delayed by other factors beyond our control (including but not limited to accidents in transit, weather, and industrial action)

3* While we do not set a specific limit on the number of support tickets that you may raise, on occasion we may ask to visit you if you are experiencing a disproportionately high number of incidents so that we can investigate and establish a likely cause.

4* Onsite attendance at no extra charge is at our discretion, where we deem it is required and necessary to resolve an incident. It is also subject to availability of suitable technical resource.

• **Free collection for repairs applies to Mainland UK only.** For customers in Ireland collection will be chargeable for Out-of-Warranty repairs, and for repairs covered in year two or beyond of Apple's AppleCare care plan.

• **Next School day replacement** may have some minor cosmetic imperfections (this is the same as AppleCare).

• **You must notify us in advance** if any of the devices are to be moved to other premises not noted in this agreement.

• Neither Software Support nor Hardware Maintenance covers loss or damage to data or software. **It is your responsibility to ensure that you have sufficient backups.** We will not recover or re-enter lost or damaged data.

• **Hardware maintenance is limited to those devices on the Equipment list provided.**

• **Software Cover does not include end user training** – though we will be reasonable in our

efforts to be helpful in the case of end-user error, we cannot provide training in the day-to-day usage of Apps as described in any associated manuals, Help files or ReadMe files.

• **We want the support under the Software Cover that we offer to be broad, inclusive and useful to you**, with the wider aim of helping you get the best from your Apple iPad estate. However, we would deem the following to be out of scope:

- Full resolution of software issues relating to non-Apple apps or those apps that are not from Apple or 1st party and for which support has not otherwise been agreed and documented on the Equipment List. We will offer advice and reasonable efforts to help.
- Resolution of wireless and networking issues and problems that are not specifically related to the configuration and normal functioning of the device itself.
- Resolution of issues relating to the function, usage or configuration of specialised Mobile Device Management solutions but we would be happy to provide this service to separately.
- Any instance of software installed on a device that is not on the Equipment list
- Any instance of software that is installed on a device that has its serial number erased or otherwise made illegible
- Recovery or re-entry of data that has been lost or damaged
- Installation and configuration of new apps or software other than to the extent of providing reasonable efforts to help and support your staff or nominated representatives to undertake these duties.
- Issues arising, in our reasonable opinion, out of changes or modifications to the software that are not supported by the developers or manufacturers of the software
- Resolution of issues that are remedied by an upgrade or update to the software where the school refuses the update.

• **A software incident will be deemed to be resolved if any one of the following applies:**

- It is no longer having an impact on you, or your staff and students can continue to work
- We have traced the most likely cause of the incident back to a known manufacturing or design fault, or limitation in the equipment or software that requires the intervention of a third party (e.g. manufacturer) to effect a complete resolution. In these circumstances we will tell you what your options are.
- We trace the cause of the incident to a lack of skills that is best remedied with training – we will make efforts to help, and can recommend further training.
- A remedial course of action is agreed between us (e.g. an out-of-warranty repair).
- We reasonably deem the incident to be out-of-scope of this agreement – see, for example, the specialised technical areas mentioned below.

• **Your network infrastructure must be fit-for-purpose** - we would love to help manage your IT infrastructure, and need you to ensure that it is fit for purpose, and configured and maintained in accordance with recommended industry practices and vendor guidelines. It is your responsibility to ensure that you provide sufficient secure access, capacity, and functionality to permit us to provide a full service to you. If you can't we will still always try to help but may not be able to effectively do so.

- Either party may cancel this Agreement for any reason on giving 90 days' notice in writing.
- This document needs to be read in conjunction with our standard terms and conditions which can be found at: www.jigsaw24.com/supporttcs