

Dear Parents/Carers,

I hope your daughter is now enjoying having her own Chromebook and I apologise for the slight delay in getting these out to 7S and 7W. I am writing to let you know how the warranty and insurance systems work if you have purchased a Chromebook through school. Please ignore this information if you provided your own Chromebook for your daughter.

If your daughter has any problems with her Chromebook, the first place she should go is the school IT department which is in the Technology corridor. They will check the device and see if it is something that is simple to solve. If they are unable to fix it themselves, they will advise your daughter whether it is a warranty or insurance repair.

- **Warranty Repair**

If it needs to be fixed under warranty, we will log this at school ourselves and arrange for it to be sent off. We will need your daughter's charger for this so she will need to bring this into school as well as the Chromebook. In the meantime, the IT department will lend your daughter a Chromebook - possibly by asking her to go to the library to collect one. She will be able to use this and take it home each night until hers comes back from repair at which point she will be emailed and can swap it back.

- **Insurance Repair**

If it has sustained damage that is not covered by the warranty, an insurance claim will need to be made and our IT team will advise your daughter that this is the best course of action. If you need to do this please contact the team at Edde, our insurance provider, on 01494 611465 or at [hello@edde.education](mailto:hello@edde.education). They will help you to process an insurance claim. When you have an idea of how long your daughter will be without her Chromebook, please contact her Head of Year so that we can ensure the library staff are aware that she will need to borrow a device without a behaviour mark. The insurance policy wording is available on the [purchasing page](#) of our website if you would like further details.

We advise that your daughter keeps her Chromebook in a Chromebook sleeve bag as this provides an extra layer of protection. I am also attaching some flyers from the insurance team about taking care of your device.

Thank you so much for all your help and support with our 1:1 scheme. We have found it has enhanced our teaching and learning considerably over the past three years and has certainly proved invaluable in our recent lockdown period. We very much envisage further developments in our digital learning over the next few years whilst your daughter is with us at AHS.

Kind regards,

Caroline Wilkes  
Assistant Headteacher