Dear Student/Parent/Guardian

RE: Netbook Requiring Repairs

You have taken the first step in getting your netbook repaired by collecting this letter. Please follow the steps below to complete this process as promptly as possible:

1. Complete the Damage Report Form attached that describes what you believe is wrong with your netbook and how it happened.
2. Ensure that you and a parent/guardian have signed the Damage Report Form.
3. Return the signed Damage Report Form and your Netbook to the ICT Support Centre. You will receive and receipt indication you have handed in your device. Please keep the receipt for future reference if required.
4. There will be a notice on DayMap and/or read out in TLC to notify you when to come to ICT Support Centre to collect your netbook, or if any further action is required.

Please note that any netbook needing repair due to accidental damage or wear and tear, will be repaired with no additional charge as this is covered by your annual $30.00 Netbook Support Levy. Lost/Stolen netbooks are not covered by this levy and must be replaced. Netbooks intentionally damaged are NOT be covered by the Netbook Support Levy. In the case of lost, stolen or intentionally damaged netbooks, the college will provide an invoice for the required repair/replacement cost shortly after the Damage Report Form has been submitted. This amount must be paid to the school office before a netbook can be returned to the student.

Please contact Project Leader, Mark Seijbel if you have any questions relating to the program or suggestions relating to netbook use. Mark can be contacted on 51762240 or at Seijbel.mark.m@edumail.vic.gov.au.

Kind regards

Mark Seijbel
eLearning Pedagogy Coach
Traralgon College – Senior Campus
Type of Damage

Examples of Damage Covered
- Accidental liquid spill damage
- Damage from spilt drinks
- Unintentional impact damage
  - Drops and falls from tables
- Electrical surge
  - Blackouts or storm surges
- Accidental breakage
  - Broken AC power pins

Type of Damage

Examples of Damage
- Intentional damage
  - Throw damage or inscriptions
- Theft
  - Stolen or attempted theft
- General wear or overuse
  - Faded keyboard letters or frayed adapter wires
- Consumable parts
  - General battery wear
- Animal or vermin damage
  - Pets, rodents and vermin damage
- Natural disasters or weather damage
  - Flood, fires, earthquakes, hail and rain damage

Netbook Damage Report Form

Student Name: ________________________________

Netbook Serial No.: __________________________

Date: ________________________________

Description of suspected damage/faults:

Are you applying for Accidental Damage?: Yes / No (please circle)

Description of how you believe the damage occurred:

Student Signature: ________________________________

Parent / Guardian Signature: ________________________________

Student User Name: ________________________________
  (eg. MAL0052)

Office Use Only

☐ - Report Form completed, Netbook Returned and job logged.
☐ - Accidental damage claim submitted for approval.
☐ - Accidental damage claim approved
  ☐ Yes ☐ No

If Yes,
☐ - Netbook submitted to repair bay.
☐ - Note issued for student collection of repaired netbook: Date:

If No,
☐ - Invoice prepared and issued for repair/replacement: Date: