Capped Repair Program

Fixed price repair of Notebooks for Education.
The Capped Repair Program (CRP) is a commitment to repair Notebooks with damage not covered by the manufacturer’s warranty—such as Accidental Damage.

The Capped Repair Program period of cover is the school’s planned life of the notebook (either 2 years or 3 years as defined in your purchase documentation). It remains in operation whilst the student remains at the school.

It is understood that the student will follow the school’s instructions for the care and management of their notebook and that reasonable care will be undertaken in the transport of notebook to and from school.

The Capped Repair Program covers:
- Accidental damage—Damaged notebooks will be repaired/reinstated to full working order; or if not possible, an equivalent model will be supplied (as approved by the school).
- Hardware—the notebook, AC adapter and any carry bag supplied with the notebook. It doesn’t cover software, peripherals or private items with the notebooks.

The Capped Repair Program does not cover:
- Malicious damage—where this is suspected, the circumstance would be reviewed from the school and then discussed with the parent.
- Any item not supplied as part of the Trident Notebook Purchase.
- Damage which occurs during overseas travel.
- Damage caused when the unit is placed in the luggage hold of an aircraft.
- Damage or loss of goods due “acts of God” including flood, earthquake, bushfires.
- Acts of terrorism or acts of war.
- Components that have been defaced or altered or scratched.
- Items cleaned by a solvent that causes damage.
- Damage caused outside the period of cover.
- Damage where a person other than the nominated notebook user has contributed to or caused the damage.
- Damage through inappropriate storage including screen bruising.
- Normal “wear and tear”. Only damaged components are repaired. Scratched or defaced components will not be repaired or replaced.

The Capped Repair Program Costing
The Program cost of the CRP is defined by the school and is applicable per incident. It includes GST.

Capped Repair Program Process.
- A Repair Request Form is to be completed detailing how the damage occurred. This is to be signed by a parent/guardian and accompanied by the Repair Payment.
- Any disputes regarding work quality are to be discussed with and arbitrated by the School’s ICT Operations Manager.
- In the event that the hard disk or other storage hardware is repaired, the notebook will be restored to the School’s default software image.
- It is the student’s responsibility to backup and restore all data. All efforts by Trident, as requested/required by the student, to recover her data from damaged hardware will be on a time-chargeable basis (even if unsuccessful).