

## Warranty Claim

**For a warranty claim** the laptop should be taken to the IT department for the school to log the call with Acer. If an Acer technician determines it is a damage claim parents will be required to follow the Accidental Damage Protection Claim process.

## Accidental Damage Protection Claim

**For any claims involving Accidental Damage**, calls must be logged **DIRECTLY** with Acer and any applicable payment must be made to Acer prior to any repair or replacement product being provided.

If you require repairs for your Acer product, you can contact Acer on **(02) 8762 3263**

Please have the following information ready when calling Acer:

- Your Name / address / contact phone number
- Serial Number ID (SNID) / Product model / Proof of purchase
- Description of upgrades, additions and/or changes made to the product
- Brief description about how the accidental damage occurs

After validating the entitlement of your Accidental Damage Protection, Acer staff will ask for the payment of the applicable excess. Visa or MasterCard is accepted and Acer staff need to speak with the card holder to arrange for the payment. Once payment is approved, the call will proceed and a Job Number will be given.

**Your student can then return the laptop with the Job Number to the school's IT Department *the following day.***