



## Key Information for lodgement of Accidental Damage Claims

Please consider providing answers to the following questions when lodging an Accidental Damage Claim so that your claim is efficiently handled.

1. Where and when did the damage occur? Or when did you first notice the product was damaged?
2. What is the nature and extend of the damage? What parts are affected?
3. How did the damage occur?
4. Where was the device located at the time of the damage occurring?
5. Are there any further details you would like to provide in relation to this claim?

Below are some examples of what types of damage are considered accidental



Example Description of Incident	Explanation
Notebook or tablet device accidentally damaged by a beverage (i.e. tea, coffee or water) spill.	This specific incident is covered under Acer ADP
Notebook or tablet device accidentally damaged by electrical surge or lightning.	This specific incident is covered under Acer ADP
An accidental bump, dent or scratch that has left a sharp edge or other risk or threat to safety	This specific incident is covered under Acer ADP
Notebook or tablet device accidentally damaged by the device being dropped in school, at home or travelling between school and home or medical appointment	This specific incident is covered under Acer ADP
Notebook or tablet device accidentally damaged during an incident where a student or teacher was attacked by another person, and where the student or teacher did not provoke the incident	Where it can be demonstrated that there has been unprovoked force or intimidation to the student or teacher, and they played no contribution to the attack, the repair will be covered under the AD policy
Notebook or tablet device accidentally damaged during a slip and fall incident, or other accident	This specific incident is covered under Acer ADP
Notebook or tablet device accidentally damaged when a teacher or parent unknowingly leaves the device on the roof of a car, and then proceeds to drive away causing the device to fall to the ground	This specific incident is covered under Acer ADP
Notebook or tablet accidentally damaged by leaving an object (i.e. a pen, pencil etc.) and then closing the lid of the device	This specific incident is covered under Acer ADP
Notebook or tablet device accidentally damaged when somebody accidentally trips over a cable	This specific incident is covered under Acer ADP

Below are some example of damages are not covered as accidents.



Example Description of Incident	Explanation
Data recovery and other software or setup costs resulting from notebook or tablet being damaged in accident	Consequential loss of any kind is not covered
Notebook or tablet device accidentally damaged whilst overseas	Any Product that is damaged, lost or stolen while located outside of Australia is not covered
An accidental bump, dent or scratch not affecting the safe use of the device	Any damage to the product that is cosmetic only or does not otherwise affect product functionality is not covered
Notebook or tablet device damaged by a person or party intending to cause harm to an individual, and/or their property	Any Product that is intentionally damaged by the owner, their family, friends/peers or colleagues is not covered
Notebook or tablet device damaged during an act out of spite or civil unrest	Notebook or tablet device damaged during a fight, brawl, riot, protest, civil commotion or other hostilities is not covered
Notebook or tablet damaged by an animal urinating on the device or by chewing at the cable or casing, or being used as a shield against rain, or damaged from being left in a hot vehicle or beside a heater	All damage due to external causes including fire, insects, animals, exposure to extreme temperature, sand, dirt, flood, rain or hail, explosion, earthquake or storm is not covered
Notebook or tablet damaged by inserting a tool or instrument into a port – i.e. LAN/USB port etc.	Any damage resulting from the introduction of a foreign object is not covered
Notebook or tablet damaged by a car running over the device	Any damage caused as a result of leaving the device unattended in the path of a vehicle or other machinery is not covered
Notebook or tablet device damaged by another student sitting, kicking, or jumping on a school bag	Any damage caused from an act of carelessness or blatant disregard for the internal contents of a bag or parcel is not covered