



**FOUNTAIN HILLS**  
UNIFIED SCHOOL DISTRICT

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FountainHillsSchools.org

To: FHUSD Parents  
From: R. Allen, Ed.D., Dir. of Finance  
Date: 9/17/2020  
Re: Broken, Damaged or Lost Chromebooks Claims Process

Please use the following procedure to resolve issues with a damaged or lost chromebook that has been checked out for home use.

**For damaged devices with insurance:**

1. Parent files a claim under their account at: [www.schooldevicecoverage.com](http://www.schooldevicecoverage.com), prints the claim form PDF or writes down the claim number.
2. Parent brings the device to the school office to obtain a loaner. School staff will confirm the device Serial No./FHUSD Tag No. matches the checkout form signed by the parent.
3. School staff will confirm the parent took out insurance on the device and the claim number.
4. If insured, a new device will be issued and parents will need to update the new device serial number with the insurance company by sending an email to: [support@schooldevicecoverage.com](mailto:support@schooldevicecoverage.com)
5. School will update the district Technology Use form for the new device

**For damaged devices without insurance:**

1. Per the Use of Technology agreement, the parent originally agreed and signed to pay for the repair/replacement- **"I understand if the equipment is damaged, lost, or stolen that I will compensate the Fountain Hills Unified School District for any necessary repairs and/or replacements costs. I have read this agreement form and understand the usage rules and the financial responsibility."**
2. Parents must provide a \$100 damage deposit check made out to FHUSD which will be held until a repair cost can be established. The actual repair may be more than this amount. A replacement unit will be provided only if insurance for \$32 is purchased on the new device and evidence of this is provided.
3. Repair/Replace estimated costs:
  - a. Replacement of chromebook - \$300 or greater
  - b. Screen Repair estimates- Lenovo N22 = \$110; Lenovo 500E = \$135
  - c. Lost/Damaged power cord - no claim is required, will be replaced for free if device is insured; will cost \$5.00 to replace if device is not insured

**Lost or Stolen Devices with Insurance**

Parents must file a claim under their account at [schooldevicecoverage.com](http://schooldevicecoverage.com). They must notify the school of the incident and a police report will need to be filed within 5 days of discovery of the incident. Parent sends email to [support@schooldevicecoverage.com](mailto:support@schooldevicecoverage.com) with a copy of the police report, claim id, along with any fees that the school has or will issue for the lost/stolen device. Claim payment will be reimbursed to the insured parent who is responsible for paying the school for the loss.

**Lost or Stolen Devices without Insurance**

Parent must notify the school of the incident and a police report will need to be filed within 5 days of the loss/theft. Parent must provide school with the police report. **A replacement unit will be provided after parent pays for lost device and insurance for \$32 is purchased on the new device.**