**CMSD MOBILE DEVICE WARRANTY REPAIR PROCEDURE**

[**http://www.clevelandmetroschools.org/Domain/122**](http://www.clevelandmetroschools.org/Domain/122)

***ASUS TABLET/LAPTOP REPAIR***

CMSD Personnel should call or e-mail tickets in to the [Helpdesk (Tech Tickets)](mailto:Help_Mon@clevelandmetroschools.org), a technician will assess the issue.

**Warranty Repair:**

* Technician will return the device to the Department of Technology (DoT)
  + RMA will be opened by ASUS
* Courtesy shipping labels provided by ASUS
* DoT will return the device to ASUS for repair.

Upon completion of repair, ASUS will ship the device back to DoT where the technician will configure (if applicable) then return to the school.

**Non-Warranty/Mishandling Repair:**

* Courtesy shipping labels **will not** be provided for damaged devices related to:
  + Mishandling (non-functional due to cracked screens, etc.).
* Cost of shipping will be the expense of the School.

**Shipping Process:**

* 1. DoT will provide the School with in estimated total cost to ship.
  2. The School will need to generate a PO reflecting the estimated total cost given before devices are shipped.
     + Vendor # 505656 - FedEx
  3. PO verbiage is required to state: Do Not Mail, Email to: [Shanetta.Harris@ClevelandmetroSchools.org](mailto:Shanetta.Harris@ClevelandmetroSchools.org) along will PO description.
  4. Approved PO# should then be emailed to [Shanetta.Harris@ClevelandMetroSchools.org](mailto:Shanetta.Harris@ClevelandMetroSchools.org) for verification.
  5. Once PO is verified, devices will be shipped via the Department of Technology.

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| * FedEx estimated shipping cost starting from:   + - * **$13 per tablet** – 4 Business Days       * **$40 per tablet –** 2 Business Days |

\*\*\*The purchase of protective cases to minimize the damage rate can be obtained at $65.00 per case. If schools are interested in purchasing protective cases, please contact the Help Desk.

***iPAD WARRANTY REPAIRS***

* CMSD Personnel can contact AppleCare:
  + AppleCare gives you 2yrs of warranty and 2yrs of phone support.
    - Including accidental damage for a repair of $49(2 occurrences per device).
* AppleCare link to provide additional info on coverage: <http://www.apple.com/support/products/ipad.htm>

***CHROMEBOOK WARRANTY REPAIRS***

* Samsung Chromebook Warranty is 1 year.
* All repairs are cover (excluding physical damage).
* Units are to be shipped or delivered to Royal Business Equipment Co, Inc.
* Each shipped/delivered unit/s requires:
  + A description of the issue is required w/each unit/s
  + The P.O. or Invoice Number to validate warranty status
  + A contact name, address, and school name.

Royal Business Equipment Co, Inc., will contact Samsung for RMA number, ship them to Samsung for warranty repair and then ship or deliver back to the designated location.

Even though broken LCD’s are not covered under warranty, if a Chromebook is dropped there is a good chance the screen will crack.

There is a flat rate of $69 to replace any broken LCD’s which includes the replacement panel.

**Royal Business Equipment Co, Inc.**

591 Cleveland Street

Elyria, OH 44035

P: 440-365-2288

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