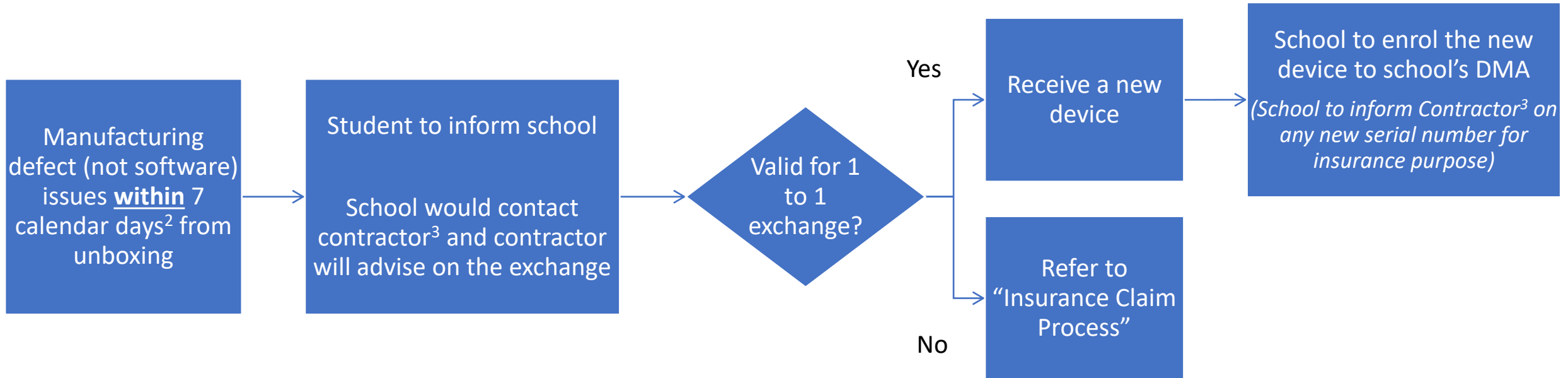


NCS CE

2. 1 to 1 Exchange within 7 days from unboxing



²For absentees on mass onboarding day, please write unboxing date on the box with school stamp. Please remind absentees to collect their devices within a week.

³To contact main personnel from NCS during mass handover.

3. Insurance Coverage and Warranty

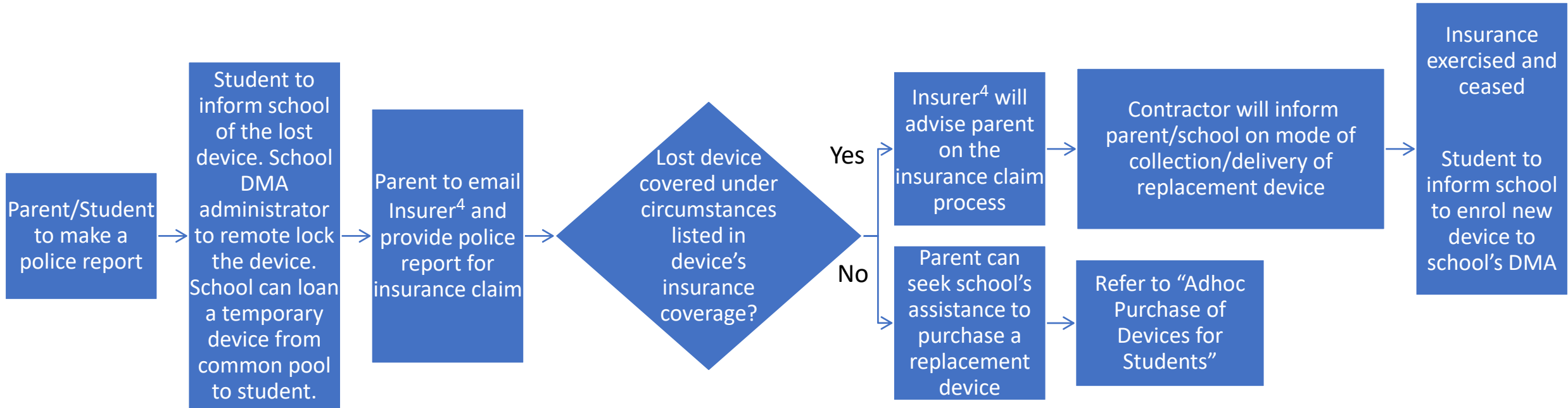
Recap on Insurance coverage and warranty

Insurance*	Warranty
<p>The device insurance coverage includes:</p> <p>Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none">a) Fireb) Lightningc) Power Surgesd) Accidental e.g. water spillage, drop etce) Theft due to forcible entryf) Robbery	<p>The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.</p>

**The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device.*

4. Lost Device Process

Device must be within insurance/warranty period.



⁴Insurer Contact

Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours:

Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

5. Device Repair Process

Device must be within insurance/warranty period.

Device issue after 7 calendar days from unboxing



Contact Microsoft directly
 (Average turnaround time for hardware repair/replacement is 1 week, subject to severity of damage, parts availability and customer's promptness in responding to inquiries)

Parent/Student to log case via Service Centre Email or Number⁵ → Microsoft will revert the next business day

School ICT Team will log a case via <https://support.microsoft.com/oas> → Microsoft will revert the next business day
 School can loan a device to student

School ICT Team to contact Contractor³ → Contractor will liaise with School ICT Team on fortnight collection to pick up the faulty device. School can loan a device to student → Contractor will pick up the faulty device and log a case with Microsoft for repair/replacement → The repaired/replaced unit will be passed back to school during the next fortnight collection

Fortnightly Collection Service
 (Average turnaround time for hardware repair/replacement is 3-4 weeks, subject to severity of damage, parts availability and customer's promptness in responding to inquiries)

Inform School ICT Team

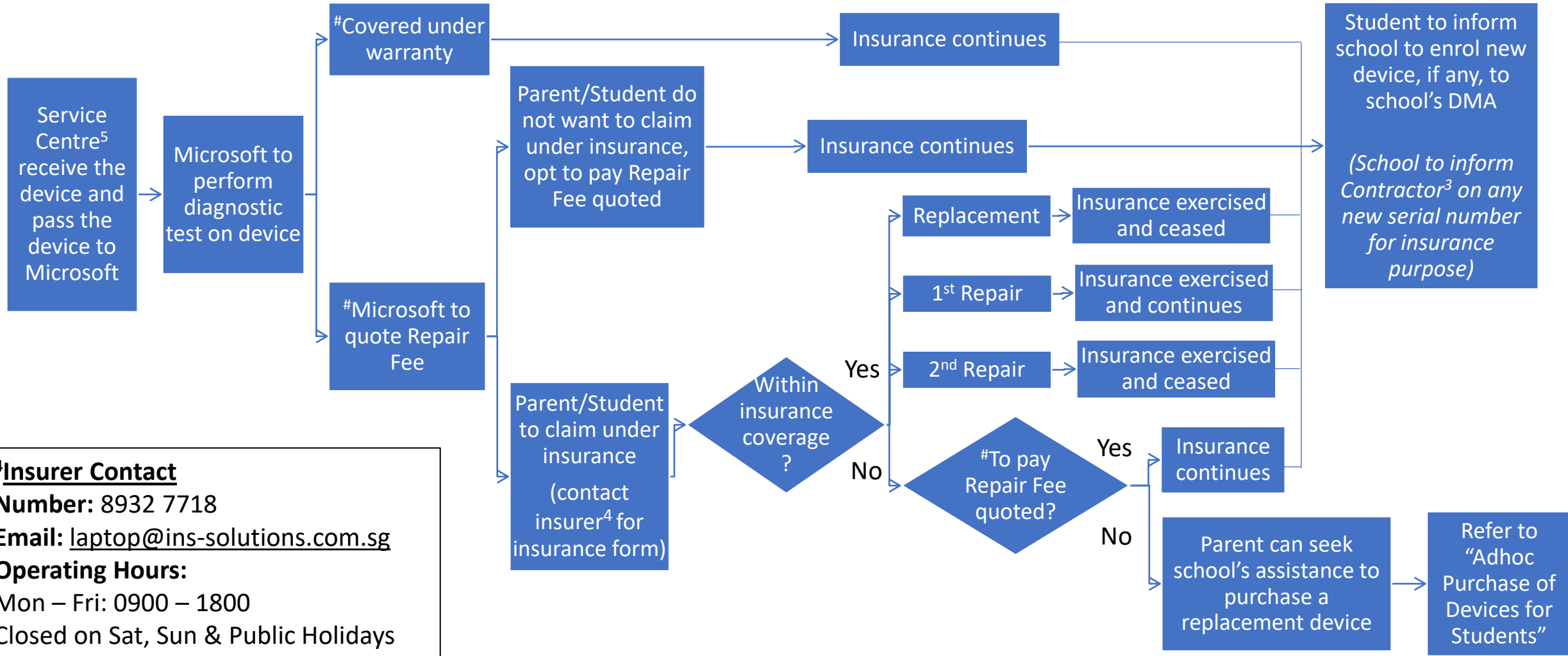
- Software issue → School ICT Team to escalate to relevant level 2 support for resolution
- Hardware issue → Follow the process for hardware issue above

³To contact main personnel from NCS during mass handover

⁵Service Centre
Number: 800 1013659 (SG)
Email: <https://support.microsoft.com/oas>
Opening hours:
 Mon – Fri:
 0900 – 1700
 Sat, Sun and Public Holidays: Closed

6. Insurance Claim Process (Enhanced Bundle^^)

Device must be within insurance/warranty period.



⁴Insurer Contact

Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours:

Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

^^Consists of 3-year insurance, 3-year warranty and allows for 2 repairs or 1 replacement

#For repair through fortnight collection service, Contractor will inform school. School will share necessary information with parent/student.


Annex

(Insurance Forms and Guides for reference)

Insurance Claim Form (NCS)

(Please obtain latest version of Claim Form from insurer, if any.)

Submit the following via email to laptop@ins-solutions.com.sg for the assessment of your claim **within the next 30 days.**

1. Claim Form 
 - Please explain **in detail** how the accident occurred.
2. A copy of the Service report and quotation for the repairs from Microsoft Support
 - With clear indication of what is to be repaired e.g. LCD/speaker etc...
 - Serial no. of device

Insurance Claim Form (NCS)

Note:

1. The insurance company will revert to you on their decision for your claim within 7-10 working days upon receipt of the relevant documents.
2. In an event of a valid repair claim, an **Excess of \$0** is applicable.
3. Once the claim is being approved, they will send the discharge voucher for your signature.
4. The amount will be disbursed to the banking account details you have provided for the discharge voucher.
5. Concurrently you can liaise with Microsoft Support to proceed with the out of warranty paid replacement
6. Microsoft Support will send the instructions for the courier exchange.