



WHY AcademiaCARE?

AcademiaCARE is an extended warranty for your Apple device. We offer several different types of AcademiaCARE to cater to all your Apple needs. We sell three, four and even five years extended warranty. This gives you peace of mind that your device will be cared for years down the line if anything was to go wrong.

AcademiaCare goes further. As opposed to just telephone help, we provide email, telephone, helpdesk and also remote support. There will always be someone on hand to help and advise you.

We are personal and the experience with us is always effective, efficient and quick. We share helpdesk systems to ensure anyone who answers the phone can deal with your query easily and quickly.

We also have the option for four and five year warranty. This provides you with that extra support over the fourth and fifth years which is when devices are most likely to become faulty.

It is simple – to raise a claim or if you have any queries all you need to do is email support@academia.co.uk

"I have sent quite a few Macs to Academia under our AcademiaCARE service. Our requests for technical support have always been handled quickly and diligently with great professionalism and no fuss.

The Academia tech guys have always arranged a prompt courier service and guided us through the whole repair service with expert knowledge and friendliness.

They have always maintained a consistent and reliable technical support for our busy institute ensuring we can provide a fast and effective turnaround of repaired Macs for our demanding customer base."

-Sanger



Authorised
Service Provider



Solution Expert
Education

Get in touch

T: 01992 703900

E: sales@academia.co.uk

W: www.academia.co.uk

Our address

8 Kinetic Crescent,
Innova Park,
Enfield, EN3 7XH



Important Information:

- **Free collection and return of your faulty units.**
- **Units will be repaired or replaced**
- **A personable experience**
- **Optional 4 or 5 year coverage**

Please see our full T&C on our website:
<http://academia.co.uk/terms-and-conditions-of-sale/academia-care/>



THE AcademiaCARE JOURNEY:

For the first year of purchase, the device is covered by Apple. As an authorized Apple Repair Center, you can either take the unit into your local Apple Shop, or you can request via Academia for the device to be collected from you – free of charge – and we will take this in. On average, our repairs take 5 working days to come back to you upon receipt of the device.

After the one year's warranty is up with Apple, you have 2 or 3 years further cover with Academia. This means any device which has a manufacturing issue is covered and you will receive on hand support through our Certified Apple Engineers to resolve the problem.

To submit a claim, you simply need to email support@academia.co.uk quoting the serial number of the device - someone will be in touch within 4 working hours.

If you submit a claim, we will repair your unit at no charge to yourself using new or remanufactured parts, or we will exchange the device with a replacement product free of charge. If you receive a replacement unit, the original will become Academia's and your new unit will be covered for the remainder of your plan. Any DEP enrolments will be automatically shifted onto the new unit.

By using AcademiaCare you not only have a personal experience, but also a very dedicated one. We offer telephone, email, helpdesk and remote support. We have a dedicated helpdesk for ticket tracking and reporting so that we are always on top of, and analyzing the services we offer. Once you have logged your repair with our dedicated helpdesk we will call you back the same working day to begin the repair process. Call logs and responses via our helpdesk are monitored all day throughout the working week to ensure we achieve our Service Level Agreements (SLA's.) As an additional bonus, your helpdesk ticket reports can be supplied periodically.

Faulty units will be collected within 48 hours, subject to us receiving all necessary information from the requestor. Should you not be able to source original or secure packaging, we reserve the right to decline a collection request. This is for the protection and wellbeing of your equipment to avoid additional damage during transit. As soon as your goods have been repaired, we'll ship them right back out to you. Typical lead time for parts is 48 hours, however, depending on the particular part, this sometimes may take a little longer. Not to worry – we will advise you on what's happening every step of the way via our helpdesk.

Once we have the part we will fit and test it, and depending on the fault we'll may also test the machine for a further 4-8 hours to ensure no other parts are affected.

Combined our Certified Apple Engineer Team have more than 53 years professional Apple Technical Experience and more than 12 years combined Apple Technical Repair Experience. Each member of the team are Apple Certified Mac/iOS Technicians and hold many other qualifications within the Apple Eco System. Please see our full T&C on our website: ([link here](#))

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Same dedicated support provided with AcademiaCARE

Uplift option: You have the ability to uplift from your standard warranty CARE agreement to extend the cover on your device from the below 2 options:

Warranty uplift – All devices (Mac/ iPad) 4 year collect and return warranty.

Warranty uplift – All devices (Mac/ iPad) 5 year collect and return warranty.

T&C

Devices only purchased via the current Apple framework
Switch will cover the remainder of time left to run on each device
Proof of original purchase will be required.



WHY Switch?

Switch CARE gives any HE institute the ability to consolidate warranty from previously purchased Apple hardware under the Apple HEPcw Framework within the last year. Having one supplier provides easy to access and consolidated asset data and enhanced and consistent account management by an Authorised Apple Service Provider.

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Stages of CampusCARE:

Stage 1 – We will require an asset list of all devices. There are some exclusions to this list, the device needs to be less than 4 years old or a device which Apple deems not to be deprecated or vintage (over a certain number of years old – this varies per device and we will look into this when we value your assets). This is due to part availability. The units also need to have only undergone official Apple repairs - self-repairs or 3rd party parts will be accepted.

Stage 2 – We will be in touch regarding your quote, this will take into account if any items should be recycled and the total cost for the cover of your campus.

Stage 3 – We come to an agreement, a contract is sent out and once complete, this will be your cover for one year. The same evaluations will then take place the following year.



WHY CampusCARE?

CampusCARE gives any HE institute the ability to mass cover warranty all devices across their campus. This gives assurance that all devices are covered in the instance something could go wrong. This is an all-encompassing product to support your Mac estate on an annual rolling basis.

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