

## Return Devices FAQs

1. **If device is returned defective?** Campus directs to IT Depot located in rear of Jefferson Middle School to collect deposits accordingly, then receipt will need to be brought back to campus.
2. **Does campus accept any monies?** No, all monies must go to IT Depot located in rear Jefferson Middle.
3. **What happens if device screen is cracked?** Direct to IT Depot, then Technology will access device and collect any fees. Receipt will be brought to campus so campus can mark returned.
4. **What happens if device is missing power cord?** Direct to IT Depot to pay for missing power cord, then receipt will be brought to campus and device marked returned.
5. **If customer refuses to pay for repair for any reason?** Instruct customer that student will not be issued a device next year and parent will be responsible for providing a learning device. Enter information into eSchoolPLUS Student Electronic Device section.
6. **After checking device keys are missing?** Direct to IT Depot, then Technology will access device and collect any fees. Receipt will be brought to campus so that campus can mark returned.
7. **Where does campus store equipment?** All devices must be stored in one secure location at campus.
8. **What if I cannot determine what to do regarding device?** Send customer to IT Depot in rear of Jefferson Middle School for further instructions.
9. **What happens with devices after check in?** IT department will schedule cleaning during summer and setup for next year checkout
10. **What happens if device is beyond repair?** Send customer to IT Depot in rear of Jefferson Middle School, IT depot will accept device along with payment and properly dispose of.
11. **Does the box the device comes in need to be returned?** No
12. **Does return form need to be filled out and signed?** Yes, and documented then information needs to be inputted into eSchoolPLUS Student Electronic Device section.
13. **Does the device need to be returned if student will be attending summer school?** Yes, Devices will be re-issued for summer school use.
14. **What happens if student does not return device?** Enter into eSchoolPLUS Student Electronic Device section with a \$300 fee and student will not receive device the next school year.
15. **What happens if student does not return device graduating?** Student will not graduate until fee is paid.