

SMUHSD Chromebook Protection Plan

The San Mateo Union High School District offers an optional Chromebook Protection Plan to students and families. The plan may be purchased yearly or in a multi-year offering at a discount. Claim submissions are handled at each school. Students/parents that do not opt-in to the warranty program shall be responsible for fines equal to the current replacement cost of the materials and/or parts.

Protection Plan Information

- The Chromebook Protection Plan is available for students and parents to cover Chromebook repairs or replacement in the event of reasonable accidental damage, such as drops, cracked screens, broken hinges, or spills/water damage.
- The Chromebook Protection Plan does not cover damage determined to be the result of negligent use or treatment. Malicious damage is NOT covered under any circumstances.
- The Chromebook Protection Plan DOES NOT cover a lost or stolen device. The replacement Chromebook will be an equivalent device and charger. A police report will be required to process the stolen device claim.
 - \$250 will be charged for lost devices
- The Chromebook Protection Plan does not cover chargers.
- The Chromebook Protection Plan covers any device checked out to the student through Aeries Asset Manager, including loaners and replacement devices. If a student transfers to another SMUHSD school, the plan follows the student through Aeries.
- The Chromebook Protection Plan open enrollment window runs August 1 - September 15. New students may purchase it within 30 days of enrollment at the Finance Office after September 15.
- Policies are valid for active students only. Inactive students include graduates and students who leave the school district. If a student returns, the policy is reactivated.
- Students and families who do not participate in the Chromebook Protection Plan accept full financial responsibility for the Chromebook should it be lost, stolen, or damaged.

Protection Plan Costs Per Student

- 1 Year Plan = \$20
- 2 Year Plan = \$35
- 3 Year Plan = \$50
- 4 Year plan = \$60

Payment Options

- The window for purchasing policies opens August 1 and closes September 15.
- Single or multi-year policies may be purchased at your school's Finance Office by check or with an online option available soon.
- Students new to SMUHSD may purchase the Chromebook Protection Plan within 30 days of enrolling at the school at the school's Finance Office.

Refunds

- If a student leaves the San Mateo Union High School District, SMUHSD Chromebook Protection Plans are non-refundable for the current year. If a student purchased a multi-year plan, they may complete a refund request for the proceeding years and submit it to the finance office.