



DEVICE DAMAGE, LOSS & THEFT

Frequently Asked Questions

Children at their Best!



WHAT TO KNOW

There is no additional fee to participate in Gower’s I³ Learning Initiative. If a district device is damaged, lost, stolen, fees may apply depending on the circumstances. Coverage begins when the signed I³ Learning Agreement is received and ends on the student’s last day of attendance.



1. WHAT IF MY CHILD’S DEVICE IS LOST OR STOLEN?

- Notify your child’s teacher and principal immediately.
- The district can begin locating the device using available security tools.
- Replacement devices are issued for school use while next steps are determined.



2. WHAT HAPPENS IF THE DEVICE IS DAMAGED?

- Report damage as soon as possible.
- The district will review the circumstances.
- A loaner device may be provided while repairs are completed.



3. WHAT IF WE DON’T SIGN THE AGREEMENT?

- Devices remain available for learning.
- Students check devices in and out each school day.
- Families remain responsible for damage occurring while the device is assigned.



4. WHAT IF PAYMENT HASN’T BEEN MADE?

- Students continue to have access to a device at school.
- Replacement devices remain for school use until repair or replacement costs are resolved.



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ESTIMATED REPAIR & REPLACEMENT COSTS

ITEM	ESTIMATED COST
Chromebook Charger	\$15
Chromebook Screen	\$60–120
Full Device Replacement	\$350+

Costs are assessed per incident and vary depending on the type and extent of damage.

HOW FEES ARE DETERMINED

STANDARD FEES MAY APPLY

Incidents are reviewed individually. Fees may apply to accidental drops, spills, electrical surges, or natural disasters.

NO REPAIR, NO FEE

Minor cosmetic damage that does not affect device operation generally has no fee.

FULL REPAIR OR REPLACEMENT COST

Full costs may apply when damage results from:

- Software changes that void the warranty
- Dishonest, negligent, or fraudulent actions
- Failure to lock or properly store the device
- Intentional or criminal acts

DAMAGE, LOSS & THEFT: NEXT STEPS

Action	Responsibility	Timeframe
Report damage to Mrs. O’Boyle at GW or Mr. Neubert at GM.	Classroom Teacher/Student	Immediately after damage occurs
Obtain an LRC loaner. Loaners stay at school unless approved by LRC staff.	Technology Coordinator	Within 24 hours
Notify the parent/guardian and explain the process and any fee by email and follow-up call.	Technology Coordinator	Before the end of the day the damage is reported
Complete a diagnostic check to determine the extent of the damage.	Technology Coordinator or Assistant	Within 24 hours
Submit any required fee by cash or check at the school building.	Parent/Guardian	Before the device is returned for home use
Return the repaired device to the teacher/student.	Technology Coordinator	Within 3–5 school days