**National Secondary Schools Computer Fund**

**Managing Warranty, Non-Warranty & Accidental Damage**

### Repair

1. **Student** 
   - Student submits a device for repair.

2. **School** 
   - School contacts Acer Technical Support with the device.

3. **Acer** 
   - Acer assigns a repair number and sends a repair email.

4. **Device repaired** 
   - School receives the repaired device.

### Recuperation

1. **School notified by Acer of decision via email** 
   - **Within 4 working days**

2. **Not in Agreement** 
   - School disputes the warranty.

3. **Quality Control team reviews disputed case/s and makes final classification decision** 
   - **Within 5 working days**

4. **Quality Control** 
   - Quality Control team reviews the case.

5. **Non-Warranty or Accidental Damage** 
   - School receives a decision.

6. **School managed process of recuperation** 
   - **Monthly**

7. **Electronic Funds Transfer from School to NSSCF** 
   - School pays for the repair.

8. **NSSCF Q3 repair recuperation email sent with final decisions** 
   - NSSCF sends an email with final decisions.

Acer technical staff photograph device damage which may be Non-Warranty/Accidental Damage.