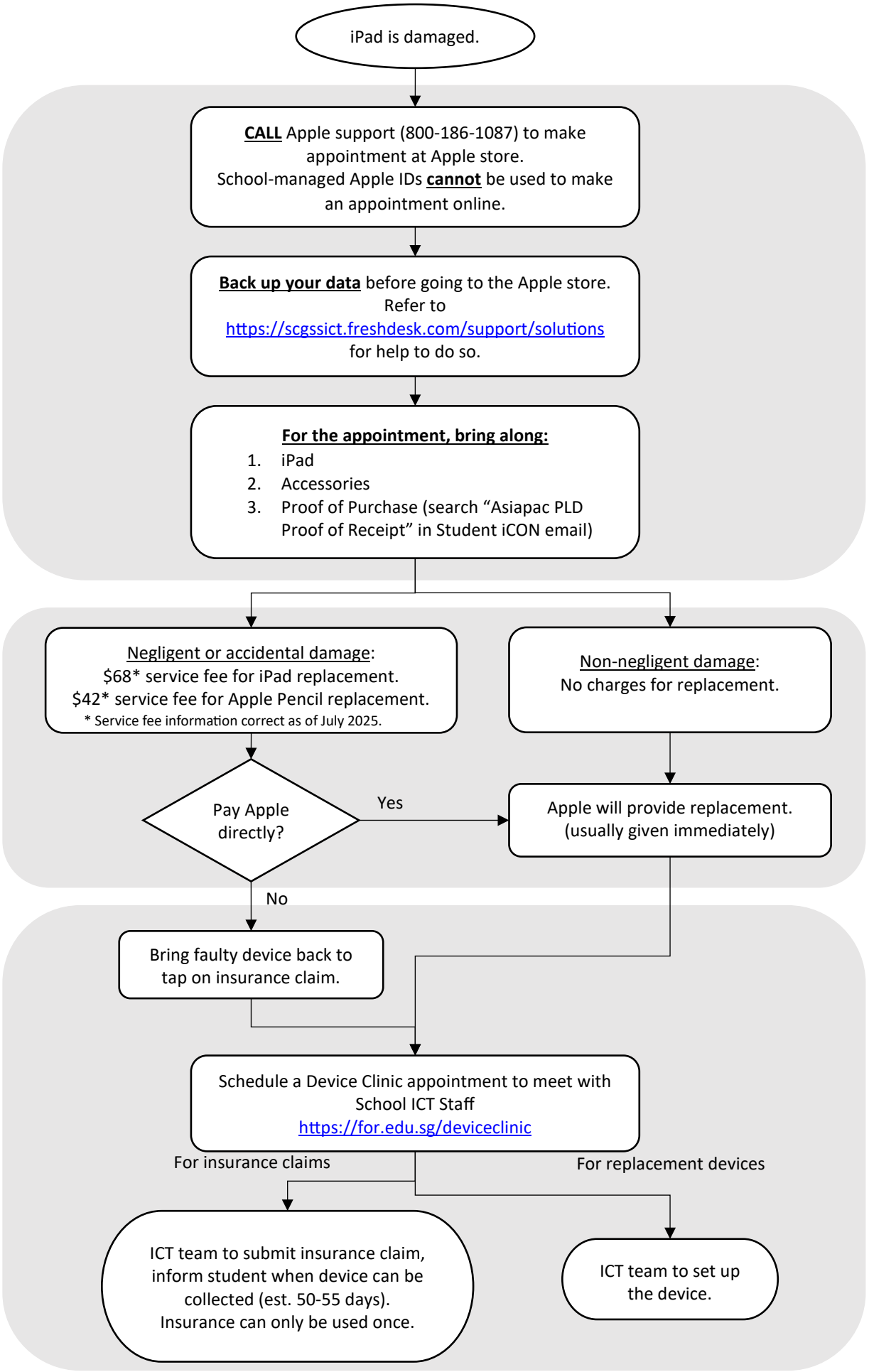
Information Sheet For damaged iPad, Apple Pencil, Charger, and/or Cable



Frequently Asked Questions

1. *How do I know if my iPad damage is due to negligence?*

Negligent or Accidental Damage:	**Non-Negligent Damage:**
Screen Cracked	iPad unresponsive / does not charge
Water Damaged	Pencil unresponsive / does not charge
iPad Bent	Defects in materials or workmanship
Pencil broken	Wi-fi/Bluetooth/Battery issues
Cable torn or cut	Charger or cable not working

2. *Is there an alternative option if I do not want to make an appointment or go down to Apple store?*

Yes. You may make a Device Clinic appointment (https://www.scgs.moe.edu.sg/ndlp/device-support) to pass your device to the ICT team. The vendor will come every fortnight and will bring your device to an Apple Service Centre for assessment and replacement.

Alternatively, you can also bring your device to the Asiapac Service Centre.
Address: 219 Henderson Road Henderson Industrial Park #05-01 Singapore 159556
Email: pdlpapple@asiapac.com.sg
Contact: 6272 0088
Operating Hours: Mon – Fri: 10am to 5pm. Closed on Sat, Sun & Public Holidays

The estimated turnaround time for this can take **up to 55 days** in total.

It is recommended that you make an appointment and bring your device to the Apple store directly to minimize waiting time.

3. *Should I tap on insurance claims to pay for the damages?*

Insurance can only be claimed once throughout the 3-year period. Should your device be stolen or damaged in the future, you will not be able to tap on insurance if you have used it to replace a cracked screen previously.

To activate the insurance claim on your own, you may send an email to the insurer at laptop@ins-solutions.com.sg and cc to pdlpapple@asiapac.com.sg and also scgss@moe.edu.sg

For more information, please refer to the Student Device Information Kit found at https://www.scgs.moe.edu.sg/ndlp/device-support.

If you or your parents have any further questions, do contact us at scgss@moe.edu.sg or submit a ticket at https://for.edu.sg/scgssict.