

## Chromebook repair

In the unlikely event that your Chromebook needs to be sent off for repair the procedure is as follow:

- Log the repair claim at:  
<https://freedomtech.co.uk/help/>  
Complete the requested webform and detail the claim in the description area.
- Once the claim has been submitted you will receive an automated email response containing a unique FTCS\_XXXX reference number.
- You will then be contacted by the repair centre to organise collection of the device. Contact made within estimated 4 hours (Monday – Friday).
- Your child can then take the FTCS\_XXXX number to the school IT office (in Pascal building, ground floor) as proof that ticket has been logged – school at this point can issue a loan device, keeping track of who has which device.
- The student device will be collected from the parent by a courier in a secure box on the arranged date. Once received at the repair centre, you will be emailed with a repair tracking reference number to keep track on the progress of the repair/claim.
- Once repaired the device will be delivered back to the collection address, unless otherwise specified by the claimant.
- Your child must then return the loan device to the school IT department once they receive the original device back.