

Student to send email to [bishops@digicape.co.za](mailto:bishops@digicape.co.za) including:  
Student Name and Contact Telephone No  
Machine Serial No  
Full Fault report

Learner to collect loan unit from Bishops Help Desk

Bishops Loan Unit - First 3 days FREE **thereafter** billable at R250 per day

Parent / Learner to deliver unit to Digicape Service Centre directly

Free Loan unit available to Bishops Learners from Digicape  
**(By Arrangement)**

Digicape to cc [apple@bishops.org.za](mailto:apple@bishops.org.za) on all communication with the Parent / Learner

Once repair is at Digicape

Digicape to liaise directly with Parent / Guardian regarding repair and associated costs (if any). [apple@bishops.org.za](mailto:apple@bishops.org.za) to be cc'd on all communication

If payment required, Parent / Guardian to settle before repair can proceed (non warranty)

On Job completion a communication will be sent to the Parent / Guardian. [apple@bishops.org.za](mailto:apple@bishops.org.za) to be cc'd on all communication

### **VERY IMPORTANT:**

**Please stipulate at time of booking in a machine at the Digicape Service Centre that the repair is for a BISHOPS LEARNER**

**Should a loan machines be required, kindly pre-arrange with Digicape**

**Loan units are only available for collection from Digicape**

**FREE loan units are only applicable where machines are purchased from Digicape**