



Bishops College

Proposal for Apple Macintosh for 2019 year

Prepared for: Bishops College

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OVERVIEW OF SUPPORT OFFERING

We are pleased to offer the following support to Bishops Learners, where units are purchased from Digicape:

- Extended Hardware warranty to total of 5 years ***Compulsory**

(Inclusive : 4 Year Local hardware warranty, plus 1 Year International Hardware Warranty = total 5 years)

- Latest Apple technology at your finger tips - all models offered are current Apple models
- Units pre-set up and integrated by Digicape, for use on Bishops Campus, delivered direct to the Learner.
No set up required by Learner
- Priority support and service offering to Bishops Learners
- Dedicated support structure to assist Bishops Learners
- Free Loan unit for use when repair is required on Learner unit with pre-installed Bishops image and AD integration

Please find detailed breakdown set out below of the Service and Support Offering, extended to Bishops Learners, who purchase their Apple hardware from Digicape:

Bishops Digicape Protection Plan (BDPP)

As part of the pricing structure offered to Bishops, we have included the Digicape Protection Plan *, Extended Hardware Product. This plan will extend your hardware warranty cover to a **maximum of 5 years as per the compulsory requirement.**

Inclusive : 4 Year Local hardware warranty, plus 1 Year International Hardware Warranty = total 5 years

- * **Please be advised that extended warranty is not an insurance policy and will not replace the unit in the event of loss or total destruction**
- * **Please be advised that the extended Warranty Option does not apply to iPad or iPhones**
- * **Please be advised that Warranty does not cover software related issues.**

DPP pricing Includes the following:

Extended hardware warranty for an additional 4 years equals 5 years respectively in total

Free installation of Bootcamp and Windows

Free deployment of Bishops Windows image (including binding to Active Directory)

Provision of a free loan unit to the learner with the Bishops disk image installed *

Priority attention to units in the Digicape Service Centre for any diagnostic requirements

Discounted labour rate for services not covered by warranty or extended warranty plans

- * **this excludes physical damage, negligence, screen damage, liquid damage or spillages or software issues**
- * **Loan units provided where repairs will take longer than 2 days**
- * **Discounted rental units can be provided where original hardware was not purchased from Digicape**

[It is important to note the following pertaining to Apple Warranty and the Digicape Protection Plan extended warranty.](#)

Please refer to copies of the Apple Warranty Plan, and Local Apple Extended Warranty Plan attached.

Availability of repair parts

Digicape undertakes to ensure that learners will have minimal downtime, whilst we effect a necessary repair to a machine. To this end, we provide a free LOAN unit, configured for the Bishops Learner, when required (when the unit is purchased from Digicape).

Digicape is not able to provide a committed time frame for part turn around, as this is not within our control. As a standard it is approximately 7 - 10 working days ex Europe. We have accommodated this by catering for loan units for hardware purchased from Digicape.

Installation of Windows Operating System

Incorporated in the Bishops Digicape Protection Plan, Digicape will install on all hardware purchased from us, the Bootcamp environment, the Windows Operating System and deploy the Bishops image at no additional charge, before the student takes delivery of the unit.

The students are not required to do anything to set up their machine.

Where units have been purchased elsewhere, Digicape will provide the service to install the bootcamp partition, windows operating system and Bishops image for a discounted fee of R925 VAT inclusive. Booking is essential.

This service does not include the provision of Windows software. Learners are able to procure this software from Digicape at a cost to be quoted separately or may provide legally owned copies purchased elsewhere

Loan Units

Free loan units provided by our Cape Town Head Office, will be made available to learners who have purchased their Apple hardware through Digicape. (This will not apply to units purchased from other resellers or outside South Africa).

Digicape guarantees loan units will be provided to learners where learners units are deemed un-functional, due to a hardware failure. Where learners are able to continue using their machines whilst we obtain parts required for repair, loan units will not apply.

The loan units will be provided for the duration required to effect repair to a learners unit. Arrangements are to please be made in advance of arriving at our Service Centre via Rental our escalation email bishops@digicape.co.za. Neither Bishops nor Digicape commit to offering like for like loan units.

Digicape may require a security deposit for accessories, such as power adapters, which will be refunded on return of the item. In instances where loan units are not returned when learners are advised that their unit is ready for collection by the Digicape Service Desk, parents / learners may be billed a rental rate of **R405** (VAT inc) per day thereafter.

A qualified Apple engineer will immediately assess the learners unit on its arrival in our Service Centre. In instances of third party hardware failure such as HDD's and ram, Digicape will expedite a part replacement. However, where Apple hardware is required Digicape will strictly adhere to the part replacement process as set down by Apple.

The transfer and backup of all data on the machine remains the responsibility of the learner and therefore we recommend that all data is backed up to the cloud or external hard drives before bringing the unit to our service centre. Should Digicape be tasked with this responsibility then it needs to be stressed, that it becomes a billable service at the discounted labour rate offered to Bishops.

Digicape guarantees that a loan unit will be capable of meeting the Bishops learners requirements. However please be advised that it will not be a like for like, based on the fact that Bishops allows more than one model on campus. for example: if student bought 15' Macbook Pro, he is likely to be loaned a 13" Macbook Pro, more than capable of meeting their requirements.

No student will ever receive anything less than a Macbook Pro.

Additional support charges - discounted

Should parents/learners require additional support not covered by Apple warranty or extended warranty plan, we are pleased to offer this to Bishops at a reduced labour rate of R405 VAT inclusive per hour.

Delivery and Collection

Digicape will provide free delivery and collection of loan units.

Support offering for Bishops learners who have not purchased from Digicape

We have been requested to consider offering our value added services to parents / learners who do not purchase their Apple hardware from Digicape.

After review by Digicape it is with regret that we will not be in a position to extend the DPP warranty plan to learners who have not purchased their Apple hardware from us. Likewise, we will not be extending free loan units or peripherals to students who have not purchased their units from Digicape. We have offered solutions for these learners in the document below.

DPP is a value added service product that we offer to all Digicape clients and provides them with additional benefits not normally available to non Digicape clients. If we were to offer this to learners who have not sourced their product from Digicape, we are not offering any additional benefits to our existing clients.

As we ask our clients to view a loyalty to Digicape, we in turn view a loyalty to them, and our value added services are an avenue in which Digicape is able to show our appreciation for their support.

Service and support for units purchased outside South Africa

We wish to bring the following terms of the Apple Warranty documentation to your attention:

The Apple Warranty Plan states that the warranty covers Consumers, who are covered by the Consumer Protection Laws or Regulations within the Country of Purchase, or if different, in their Country of Residence, the benefits conferred by the Apple Warranty are in addition to all rights and remedies conveyed by such Consumer Protection Laws and Regulations.

Any machines purchased outside the Borders of South Africa, under our Consumer Protection Laws and Regulations are required to be declared at Customs SA on arrival into the country. VAT of 15% will be applicable for any value over R5000.

Digicape is an Authorised Apple Repair Centre, acting on behalf of Apple, to provide support to their products within South Africa.

We are obligated to provide proof of this Customs SA declaration to Apple on submission of a valid warranty claim to validate an International Warranty Status. We are unfortunately not able to honour the International Warranty, on behalf of Apple, without this documentation.

We are able to work on the machines where customs declaration is not available, however, as we cannot uphold the warranty, we would have to bill the parent / student accordingly.

Digicape would like to state that they are happy to provide the technical support to Apple hardware purchased outside South Africa on condition all Apple requirements regarding customs declarations have been met.

Rental Units

Rental units will apply to learners who did not purchase their machines from Digicape at the discounted rate offered but were purchased from other resellers or were purchased from outside South Africa.

Rental units will be provided at a rate of R450 (VAT inc) per day from Day 1.

Rental units will be provided by Digicape Head Office, Cape Town

Rental units will be provided on a first come / first served basis.

We will not be able to guarantee availability of these units, once they have all been rented.

Neither Bishops nor Digicape commits to providing a like for like rental unit to Learners

In addition to a rental fee, a security deposit will be required for accessories, such as power adapters

Digicape is able to offer a reduced rental rate per week, for longer term rentals.

Rental requirements will need to be sent via the escalation email bishops@digicape.co.za to reserve accordingly.

While we are happy to collect and deliver at no charge the process of rental units needs to be handled differently.

Additional Support Charges

Support charges will be applicable in the following instances:

where units are not purchased from Digicape,

where additional work not covered by warranty is required

where physical / accidental damage has occurred to a unit

or where the unit is purchased outside South Africa, and warranty is not applicable

Digicape is able to offer Bishops, Learner and Faculty services at the discounted labour rate of R405 (VAT inc) per hour.

PRICE OFFERING

Pricing structure for extended warranty

Digicape would like to extend the following price offering on extended warranty to Bishops:

	Pricing VAT inclusive
Digicape Protection Package (Extended 4 Year warranty)	R4 999.00

All Apple hardware sold to Bishops Learners, will be sold including the minimum extended warranty - Digicape Protection Plan Extended Hardware Product and, the Windows Operating software, at time of purchase as compulsory to the purchase of the Apple Machines, as set out by Bishops.