



**BISHOPS**  
DIOCESAN COLLEGE

# Bishops Diocesan College

Proposal for Apple Macintosh for 2023



## Proposal for Apple Macintosh for 2023

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### Our Support Offering

We are pleased to present our support offering to Bishops Students, for all hardware purchased from Digicape.

#### This offering includes:

- Extended Hardware warranty to total of 5 years (\*Compulsory)  
Inclusive : 1 Year International Hardware Warranty, plus 4 Year Local Hardware Warranty = Total 5 Years
- Latest Apple technology - all models offered are current Apple models.
- Units pre-set up and integrated by Digicape, for use on Bishops Campus.
- Priority and dedicated school software related support as required by Bishops.
- Free Loan unit, pre-configured, for use when a repair is necessary.

#### Bishops Digicape Protection Plan (BDPP)

As part of the pricing structure offered to Bishops, we have included the Digicape Protection Plan \*compulsory for all students.

This plan will extend your hardware warranty cover to a maximum of 5 years as per the compulsory requirement.

#### 1 Year International Hardware Warranty, plus 4 Year Local Hardware Warranty = total 5 Years peace of mind

- The Extended Warranty is not an insurance policy and will not replace the unit in the event of loss or damage due to negligence.
- The Extended Warranty Option does not apply to iPad or iPhones.
- Warranty does not cover software related issues.

#### DPP pricing Includes the following:

- Pre-staging and set up of unit as per Bishops requirements
- FREE loan unit – pre-configured as per Bishops requirements. Loan units provided where repairs will take longer than 2 days
- Priority attention in the Digicape Service Centre for any diagnostic requirements
- Discounted labour rate for services not covered by warranty or extended warranty plans

#### DPP excludes:

- Physical damage
- Negligence
- Screen damage
- Accidental damage including but not limited to liquid damage or spillages
- Software issues
- Battery issues (in line with the "battery lifespan and care process" as set out by Apple)
- Power Adapters

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 that batteries are not covered under warranty or extended warranty where battery life has not been maintained as per the recommendations from Apple for “battery lifespan” and usage recommendations.**

Apple recommends the following:

- Update to the latest software;
- Optimise your settings including Energy Saver, Brightness, WIFI and Applications and Peripherals;
- Plug in your power when charging other devices from your machine;
- Store your unit as half charged when you store it long term;
- Do not allow your battery to fully discharge.

### **Availability of repair parts**

Digicape undertakes to ensure that students 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 Student, 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.

### **Configuration to Bishops Requirement**

Incorporated in the Bishops Digicape Protection Plan, Digicape will configure all units as per the Bishops requirement, at no additional charge, before each student receives the hardware.

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

Where units have been purchased elsewhere, approval needs to be obtained from Bishops that this hardware can be used on campus.

A configuration fee will be charged by Digicape pending approval from Bishops.

Digicape will only configure M1 and M2 hardware as per the 2023 configuration standard.

### **Loan Units**

Free loan units can be provided by our Cape Town Head Office, to students 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 students where students units are deemed un-functional, due to a hardware failure.

Where students can 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 student's unit.

Please note that you need to make arrangements for a unit by emailing **bishops@digicape.co.za**, prior to dropping off the faulty machine at the Service Centre at Golf Park, Pinelands.

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 students are advised that their unit is ready for collection by the Digicape Service Desk, parents / students may be billed a rental rate of R650 (incl. VAT) per day thereafter.

A qualified Apple engineer will immediately assess the student's unit on its arrival in our Service Centre. 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 student and therefore we recommend that all data is backed up to the cloud or external hard drives before bringing the unit to Digicape.

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.

With the new M1/M2 technology, and the board integration of all components, when there are hardware repairs required, due to the replacement of the board as a complete unit, data may be lost – and therefore it is important that students maintain sound backup policies, as Digicape is not responsible for data recovery.

Digicape guarantees that a loan unit will be capable of meeting the Bishops' students requirements. However please be advised that it will not be a like for like model.

### **Additional Support Charges**

Should parents/students require additional support not covered by Apple warranty or extended warranty plan, we are pleased to offer this to Bishops at a labour rate of R650 per hour (incl. VAT).

### **Delivery and Collection**

Delivery and collection from Digicape's service center based in Pinelands, Cape Town.

### **Support offering for Bishops students who have not purchased from Digicape**

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

After review by Digicape it is with regret that we will not be able to extend the DPP warranty plan to students 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 students 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 students who have not sourced their product from Digicape, we are not offering any additional benefits to our existing clients.

## **Service and support for units purchased outside South Africa**

We wish to highlight the following terms 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 honor the International Warranty, on behalf of Apple, without this documentation.

We can 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 students 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 R650 (incl. VAT) 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 Students.

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.

### **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 can offer Bishops, Student and Faculty services at the labour rate of R650 per hour (incl. VAT).