

# Jigsaw24 iPad for education support options

## Warranty, Software-only support & Care for iPad for education

		Jigsaw24 warranty	Jigsaw24 Care	Software only support	AppleCare
Hardware Support	Free courier collection (and return) in mainland UK.	✓	<i>In warranty</i>	✗	✗
	Option for you to retain your existing iPad plus the loan unit for one day for backup and restore purposes	✓	✗	✗	✗
	Out of warranty diagnostics and repairs.	✓	✗	✗	✗
	Next school day advanced replacement or loan device while repair is being undertaken	✓	✓	✗	✓
	Email and telephone number to report a fault.	✓	✓	✗	✓
	Help desk diagnosis and management of hardware faults and issues.	✓	✓	✗	✓
	Help desk problem management to help identify and resolve ongoing or underlying issues.	✓	✓	✓	✓
	In-warranty diagnostics and repairs managed on your behalf.	✓	✓	✓	✓
Software Support	Unlimited help desk remote support during support period on: <ul style="list-style-type: none"> <li>• Operating system and 1st party software</li> <li>• iPad iTunes issues</li> <li>• Device-specific wireless issues</li> <li>• Device-specific security advice</li> <li>• General advice and support on Apple Configurator</li> </ul>	✓	✓	✓	✓
	Ticketed incident management, and problem management to help identify and resolve ongoing or underlying issues.	✓	✓	✓	✓
Service features (general)	Service is available during business/school hours, i.e. 8:30am to 5:30pm UK time, Monday to Friday (UK bank holidays excluded).	✓	✓	✓	✓
	Support tickets can be raised via phone or email.	✓	✓	✓	✓
	Customer service on device supply and delivery of devices from Jigsaw24.	✓	✓	✓	✓
	When we deem that on-site attendance is required for resolution, there is no extra charge.	✓	✓	✓	✓
	Free quote and advice on any out of warranty repairs or resolving out of scope problems.	✓	✓	✓	✓
	International coverage for repairs from any Apple Store.	✗	✗	✗	✓