

Accidental Damage Repairs how to lodge a claim



Do you have insurance through The Warranty Group and need to lodge a claim for accidental damage to your child's laptop or tablet? Follow these five steps for a successful, seamless resolution.

1

Firstly you must identify that the device has sustained accidental damage.



2

Call The Warranty Group on 1300 786 225. Select option 2 to explain the damage to a consultant and proceed with a claim.



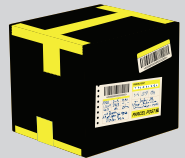
3

The Warranty Group will advise the excess due and will arrange for payment to be made. You will then receive a claim number to keep on file.



4

JB Hi-Fi will contact you shortly thereafter to discuss the repair. The unit will then be need to be posted* or dropped off at our warehouse.



5

The device will be repaired or replaced by JB Hi-Fi. Once complete we will arrange for the device to be returned to the school or to you personally.



* Courier charges apply. Postage of device to JB Hi-Fi is the responsibility of the sender including insurance for damage during transit. If return postage is required JB Hi-Fi will fund this.

Need help? Call 1300 730 548