Laptop Program – Acceptable Wear and Tear Guide

Investigator College understands that Year 11/12 laptops returned after several years of usage may not be returned in a new condition. The college allows some scratches and superficial damage to the top / bottom cover and corners of the laptop as part of normal wear and tear over a several year period. Impact damage from a dropped laptop resulting in a cracked chassis or damaged screen surround will need to be repaired under the insurance program.

The question we are guided by as each laptop comes back is: “Will the student and/or parents that receives this laptop next year be concerned about being liable for existing damage?”

It should also be noted that in about 70% of the laptops that are returned, it is quite obvious that the student has used the laptop inside the hard case supplied and cared for the unit as if it is their own.

Below are some photos of normal wear and tear as compared to obvious damage sustained by a drop from a height.

This guide is intended to be used in conjunction with the ‘Investigator College Laptop Program Information Pack.pdf’ document which is available on the college website.

Normal Wear and Tear Examples
Examples of Obvious Impact Damage

Substantial damage to chassis as result of a reasonable drop.

Damage to Chassis
Damage to Chassis, Lid as a result of drop on front left

Heavy drop to front right resulting in damage to chassis, palmrest/keyboard cover, LCD chassis and LCD bezel
Example of LCD being cracked when lid is closed on an object

We have had a number of LCD panels cracked like the example below. This happens when an object such as a pen or USB key is left on the keyboard for a period of time, then the student comes back and closes the lid. The damage to the LCD often is discovered to the student’s dismay the next time the laptop is used.