

Help! My ADP-Funded iPad is Broken

If your ADP-funded iPad is broken before the 5 Year replacement period:

Your child may qualify for ADP funding support for a replacement of an iPad previously funded by ADP before the 5 year replacement period. If the device is under an Apple Warranty, pursue warranty coverage through Apple.

Families are responsible for the protection, proper use and care of ADP funded devices. ADP provides funding to replace devices damaged due to normal use and wear. It does not provide funding to replace devices that are damaged due to misuse or negligence.

Requirements:

- If the warranty is expired or the damage is not covered through Apple's warranty, please obtain a quote for the repair/replacement costs from an Apple Retailer. Apple Store provides free diagnostics and documentation
- To be eligible for ADP funding the quote must confirm:
 - Repair costs exceeds 1/3 the original device cost OR the device is irreparable and a brief description of why
 - The device is no longer under warranty

What to do if you meet eligibility requirements:

- Be sure to back-up your system and your vocabulary/user file
- If not active with ACS, please re-refer here: <https://www.tvcc.on.ca/intake-referrals>
- Email Apple's quote to acs@tvcc.on.ca with attention to Program Assistant.
- Wait for ACS to contact you to confirm eligibility and next steps.

If your ADP-Funded iPad is broken and you have had it for more than 5 years: A new referral is required (<https://www.tvcc.on.ca/intake-referrals>) and a quote is not necessary.

Help my iDevice is Broken | 2025-09-04
Augmentative Communication Service
www.tvcc.on.ca | 779 Base Line Road East, London ON N6C 5Y6
This document may be copied with credit and without change.