

## WHAT'S INCLUDED?



- One pickup and one redelivery of devices per school. *Devices must be returned to the same location.*
- Device cleaning to remove stickers, dirt, adhesive residue, debris, etc. and cleaning/sanitizing of device exterior (Some exclusions apply)
- System diagnostics and device functionality check including a battery health check
- Re-enrollment or Reassignment of device as specified by customer
- Secure storage of customer devices in Lexicon's facility for up to 30 days
- Application of adhesive label indicating device was processed through Device Refresh Services
- Repair: AlwaysLearning™ covered devices only
- Other Device Repair: flat rate available upon request

## WHAT ARE "DEVICE REFRESH" SERVICES?

Formerly known as "Summer Services," these device storage and upkeep services are available to districts year-round and consist of any combination of collection, repair, storage, and redeployment of devices. The most common use is moving devices between grade levels, i.e., readying 12th grade devices for redeployment to 8th grade users.

## ARE DEVICE REFRESH SERVICES AUTOMATICALLY INCLUDED WITH ALWAYSLEARNING™?

Device Refresh services are an optional add-on service for districts.

## HOW ARE SERVICES PRICED?

Device Refresh services are priced on a per-device basis. We can recommend the optimal number of credits needed based on your contract length and number of devices.

## HOW DO I SCHEDULE SERVICES?

Device Refresh Services are scheduled in advance. We book up quickly over the summer months and recommend you reserve your spot as early as possible. **We require districts notify Lexicon of device count by location by May 31** for all devices to be processed during June, July, and/or August.

## WHAT DOES MY DISTRICT NEED TO DO?

- Provide Lexicon with a list of all serial numbers by location for all devices being processed
- Provide a schedule showing dates of device availability by location and confirm that devices will be available for pickup at each location on the date indicated.
- Box and stage devices for pickup prior to the appointed pickup date
- Provide a point of contact for each pick-up/delivery

## QUESTIONS?

Contact our team at [alwayslearning@lexiconK12.com](mailto:alwayslearning@lexiconK12.com).