



## Replacement of Items Due to Hurricane

In the aftermath of hurricanes Helene and Milton, Step Up For Students recognizes the challenges many families face regarding their reimbursements and the replacement of educational materials and wants to provide the necessary support.

### Items Broken Beyond Repair

If an item purchased with scholarship funds is broken beyond repair, it may be replaced with a similar item of equal or lesser value.

A parent or guardian must submit a pre-authorization request and documentation from a repair shop or service technician showing the item is beyond repair. If you do not have a statement from a repair shop or service technician, include a statement of the total loss of the item due to Hurricane Helene or Milton. Photos of the damaged item do not qualify as sufficient documentation.

If a replacement item is authorized, the two calendar-year period will reset. For example, a student who purchased a laptop on July 10, 2024, but then is authorized to purchase and purchases a replacement device on October 28, 2025, will not be eligible to purchase another laptop using scholarship funds until on or after October 28, 2027.

If the item was damaged due to the hurricane but can be repaired, scholarship funds may be used to cover the cost of repair, but they cannot be used to cover the cost of a replacement.

### Receiving Payments and Proceeds

Scholarship program statutes require that the parent/guardian of a scholarship application will accept no repayment, refund, or rebate of any scholarship funds. Upon receipt of such funds, the parent/guardian is obligated to return the funds to be applied back into the student scholarship account.

This provision would include any compensation received for lost or damaged items via insurance. **In the event that the parent/guardian receives insurance proceeds for damaged items paid for via scholarship funds through direct billing or reimbursement, those funds must be returned to Step Up For Students.**

A check, made payable to Step Up For Students, indicating the scholarship student's name and student ID, should be sent to Step Up For Students at the following address:

Step Up For Students  
Attention: Accounts Receivable  
P.O. Box 54429  
Jacksonville, FL 32245-4367