



Computer Repair Waiver

Certification: All CSU Computer Repair Shop Technicians hold CompTIA A+ or equivalent certifications.

Estimated Completion Time: The CSU Computer Repair Shop will provide an estimated completion time for your repair/install. Please call before you come in to pick up your equipment. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provided in the estimate.

Hardware Replacement: Any old parts/hardware will be returned to you when you pick up your computer.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades.

Liability: The CSU Computer Repair Shop's liability for damage to your computer is limited only to any damage which is determined to be caused by the Repair Shop's negligent acts or negligent omissions. Our liability for repairs is limited to the total price of the repairs. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.

Loss of Data: Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged or at worst, deleted. The CSU Computer Repair Shop is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data. You may request that the Computer Repair Shop back up your data for you at the stated price; however, we do not guarantee any backup.

Ownership: You must own the computer that you bring in for repair(s). The Repair Show will return the computer only to its owner when the repair(s) are complete. You must own and demonstrate ownership of any software that is to be installed or re-installed on your computer by the CSU Computer Repair Shop by bringing in the original Software CDs and the appropriate keys and/or serial numbers.

Privacy: Our Technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.

Right to Refuse: In its sole discretion, the CSU Computer Repair Shop reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

Abandonment: If you do not pick up your equipment within ninety (90) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold the University harmless for any damage or claim for the abandoned property. Any and all charges are still your responsibility.

Scope of Work: The CSU Computer Repair Shop will only perform the work agreed upon when you bring your computer in for repair. You must authorize, in writing, any additional work which may be required.

Warranty: The CSU Computer Repair Shop does not warrant its work. We will demonstrate that the repair is complete at the time you pick up your computer.

MY SIGNATURE BELOW CONFIRMS THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

Signature: _____

Date: _____