

Student Computer Repair Services Waiver

I hereby agree to the following terms (please initial each item):

- _____ I own this computer and choose to have CIT work on it for one or more of the following:
- Diagnosing and/or repairing my computer issue
 - Personal data retrieval and backup
 - Virus and/or spyware removal
- _____ I understand it may take up to **2 weeks / 14 days** for my computer to be initially diagnosed or repaired.
- _____ If this is a virus or spyware issue I understand that CIT will do their best to remove the virus or spyware on my computer, but that it may be impossible to remove it all completely without reinstalling the operating system and that removal does not guarantee against being re-infected.
- _____ If I am requesting data retrieval and backup, I understand that I need to provide CIT with a single external storage device (external hard drive).
- _____ I understand that when CIT assists me with data retrieval and backup, they will only transfer my documents and pictures, and will not transfer music and movies in order to avoid possible copyright infringement.
- _____ I understand that data in violation of the Student Conduct Code or Responsible Use of Technology (including but not limited to pirated music, movies, games, and software) may be reported to Judicial Affairs.
- _____ I have read and understand the warranty on my computer. I understand that by having CIT work on my computer the warranty may be voided.
- _____ I understand that in the process of correcting my computer problems there is a potential for data loss. I have made the appropriate backups of my data. If data is lost I will not hold CIT staff responsible.
- _____ CIT reserves the right to install a legitimate antivirus program (such as Security Essentials) at no cost to me if the computer does not already contain a functioning, up-to-date antivirus program.
- _____ CIT will provide "best effort" support on non-English Operating Systems. We cannot guarantee that we will be able to fix your problem if you are running a foreign operating system.
- _____ CIT reserves the right to refuse support for pirated, non-authorized, or non-genuine operating systems.
- _____ CIT reserves the right to refuse support for viruses or spyware obtained by pirated content or irresponsible web browsing.
- _____ CIT reserves the right to change or refuse this service at any time.

Problem (please be as descriptive as possible – if you believe you have a virus please describe how you got the virus and what you see happening, use the back if necessary):

Name: _____ Username: _____ Phone: _____

Signature: _____ Date: _____

By signing here, I agree to the terms stated above.

Operating System: Windows Vista Windows 7 Mac OS X (**Windows XP and earlier not supported**)

Operating System Type: 32-bit / x86 64-bit / x64 Not sure

Operating System Password: _____ (this will be kept confidential)

If this is a laptop did you include the power cord? Did you include a case? Other accessories? (list below)

Received By: _____ Technician: _____ Ticket #: _____

Status: Complete Needs OS Reinstalled Needs additional work See Attached Sheet(s) →