LIS Technology Help Desk
Computer Repair Waiver

Estimated Completion Time: The LIS Technology Help Desk 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 repair(s) as provided in the estimate.

Hardware Replacement: Upon finding that your computer is in need of hardware or software repairs we will contact you to discuss options. You are responsible for purchasing or providing any necessary software or hardware. Any old parts or hardware will be returned to you when you pick up the computer.

Impact of Upgrades: It is the User's responsibility to understand the impact of upgrades to the operating system and applications. Some upgrades can lead to incompatibilities and possible loss of data. These issues may not become apparent until a later date. You are responsible for contacting the manufacturer regarding compatibility issues before any upgrades.

Liability: The LIS Technology Help Desk's liability for damage to your computer is limited only to any damage that is determined to be caused by negligent acts or negligent omissions. Our liability for repairs is limited to the total price of repairs. Be aware that certain repairs, including but not limited to virus and malware removal, may damage software and/or data. This may require the re-installation of your operating system, applications, and/or data.

Loss of Data: Due to the process of repair, data may get damaged or loss. The Technology Help Desk is not responsible for the loss of any data that may occur while performing work on your computer. Attempts will be made to backup data prior to attempting repairs but cannot be guaranteed.

Ownership: You must own the computer that you bring in for repair(s). The Technology Help Desk will return the computer only to its owner. Computers/equipment left for more than 30 days past notification of work completed will be considered abandoned and be disposed of accordingly.

Privacy: Technology Help Desk technicians will not browse through your hard drive looking for data; however, they may inadvertently see data in the course of their work. All data seen is kept strictly confidential. Please remove any personal/private files you do not want others to see.

Right to Refuse: The Technology Help Desk reserves the right to refuse work that is beyond our scope, ability, or for any other good cause.

Scope of Work: The Technology Help Desk will only perform the work agreed upon when the computer is brought in for repair. You must authorize, in writing, any additional work to be done.

Warranty: We will demonstrate that the computer is functioning when you pick it up. The Technology Help Desk does not provide a warranty for any work done.

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

Print Name: ___________________________ Date: _______________ Cell Phone Number: ______________________
Computer Make/Model: ___________________ Password: _____________ Under Warranty: Yes ___ No ___
Items Dropped Off: ____________________________
Signature: ________________________________

(Remar options under warranty are limited) Work Order Number: ________________