

Terms and Conditions of a Check-in with Student Technology Support

LITS Student Technology Support (STS) will NOT hold equipment past 45 days from the day you first check in your system. STS will notify you by email and/or voicemail after your machine has been repaired. If we need any additional information or assistance from you, please be aware that your machine will be in a hold state and is not being repaired at that time. We will attempt additional notifications on 5, 15, and 30 days after completion. If you do not return to retrieve your equipment by the 45th day after being notified, STS will assume your device is abandoned, and erase your data, any additional copies of your data, and dispose of or recycle your equipment. LITS STS will not be held liable for loss of this personal property after the 45 days have passed. STS reserves the right to extend this schedule during academic breaks and/or between semesters.

STS will make every effort to restore your computer to working order. That process, however, may require a complete erase and install of your Operating System. This will result in full data loss including but not limited to pictures, documents, videos, applications and programs.

If you need to check on the status of your repair, please email us at sts@emory.edu or visit the Student Technology Support Desk. Please note that the repair process is typically 3-5 business days.

Below are the Terms and Conditions you agreed to when dropping off your machine in verbatim.

Emory University, by and through its Information Technology Division "Student Technology Support" Program, (hereinafter, "University") offers assistance, free of charge, with removal of computer viruses (hereinafter the "service") from infected laptop computers for the convenience of University customers. All service is provided at the sole risk of the customer-owner of the computer (hereinafter "owner"), and the University assumes absolutely no risk or responsibility for any damage to the computer incurred as a result of the service. If we back up your documents and data, we will only keep your data on file until you retrieve your computer. If you do not retrieve your computer after we are finished remediating it, we will dispose of your computer.

The risks associated with acceptance of this free service include the following: 1. Loss of data, 2. Damage to the operating system that may require reloading or replacement of the operating system. If the operating system must be replaced, the owner is responsible for the cost of replacing the operating system, although University will assist with installation of the replacement operating system at no charge.

I acknowledge that I am aware of the risks of loss associated with acceptance of this free service, and I voluntarily and knowingly assume full responsibility for these risks, including property damage, loss, or other injury that may be sustained by me as a result

of my acceptance of the service, whether caused by the negligence of the university and/or its officers or employees ("releases") or otherwise.

I further acknowledge and represent that I am the sole and lawful owner of the computer for which I am requesting administration of the service and I agree to indemnify and hold university harmless for any and all damages and/or costs, including attorneys fees, incurred or sustained by university as a result of any misrepresentation by me regarding my ownership rights in the computer identified below for which I am requesting the service. In consideration for provision of this service, I, the undersigned customer, hereby release university and/or its officers or employees from any and all claims and/or liability related to my acceptance of the service, whether caused by the negligence of releases or otherwise.

In the event that any provision in this agreement is deemed to be unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect. This agreement shall be construed in accordance with the laws of the State of Georgia without regard to its conflict of laws provisions.

I hereby consent to have LITS staff and student employees examine the contents of this computer to provide the services that I have requested. If LITS staff comes across content that may be in violation of any law or regulation, LITS will be unable to provide Student Technology Support service for your machine and further reserves the right to turn any facts gathered over to the Office of Student Conduct or other appropriate authorities.

Library Information Technology Services will notify you by voicemail and/or email on the day your equipment is available to be picked up or if additional information or hardware is needed from you to proceed with repairs. We will also notify you approximately both 15 days and 30 calendar days after the original notification. If you do not retrieve your equipment by the 45th day after first being notified, Library Information Technology Services will erase your hard drive, erase all copies of your data, and dispose and/or recycle any or all of your equipment. University Technology Services reserves the right to extend this schedule during academic breaks and/or between semesters.