

# Mount Vernon Nazarene University – MotherBoard Helpdesk

## Computer Service Release Waiver

Notice – Please read and sign this form

The computer system installation and repair service provided by the MotherBoard Helpdesk (“MotherBoard”) of Mount Vernon Nazarene University (“MVNU”) is free of charge, done on a first-come, first-served basis, and is only available to current students enrolled at MVNU. Although MotherBoard personnel have been trained to provide the services, MotherBoard is not an authorized service dealer. MotherBoard may choose not to provide the services to you in its sole and absolute discretion.

1. **Software:** MotherBoard may install software it deems necessary to service the product.
2. **End User Agreements:** For Software installations, MotherBoard may accept End User License Agreements on your behalf.
3. **Data Backup:** MotherBoard will NOT back up any data on the customer’s product unless he or she specifically requests MotherBoard to do so prior to the service. It is the customer’s responsibility to back up the data, software, information or other files stored on the product prior to requesting service from MotherBoard.
4. **Loss of Data:** MotherBoard personnel are in no way responsible for the loss or restoration of any customer’s computer data. The customer is advised to back up his or her data to an external media device (e.g. external hard drive, CD’s) regularly, especially before seeking computer service. In the event of data loss or incomplete backup, the customer is expected to have an existing backup of desired data.
5. **Acts of God:** MotherBoard may refrain from providing services to the customer or experience a delay in said services if MotherBoard’s ability to perform is impaired by circumstances beyond MotherBoard’s control, such as poor weather conditions, power outages, or other natural disasters.
6. **Abandoned Devices:** After work has ceased on device, MotherBoard will attempt to contact the customer. If after the initial text there has not been an arrangement for pickup of the device, a text will be sent specifying a date four (4) months from the date of the text after which the device will be considered abandoned. The device will be disposed at the discretion of MotherBoard with consideration to customer’s privacy.
7. **Illegal Material:** While MotherBoard will not report files or content violating the ethical code of conduct at MVNU, if any illegal material is found, MotherBoard is required to notify the authorities as well as campus personnel.

**Important: Any disagreement to any of these terms will result in denial of service to your computer.**

I understand and agree that MVNU is not responsible for any data loss which may occur as a result of work done on my computer. MVNU does not assume any liability for theft or damage to my personal computer, including but not limited to, the operating system, applications, and programs on my computer that may occur as a result of the service provided.

I understand and agree that MVNU and its employees are not liable for any claims or damages of any kind that may arise from the work done on my computer.

I also understand and agree to allow MotherBoard to remove any programs that may be, but are not necessarily contributing to virus infestations.

By signing this, I acknowledge that I have read, understand, and agree to the service agreement between myself and MVNU Information Technology Services.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**If you have any questions you can contact us via these methods:**



740.397.9000  
x5555



320.634.6626



helpdesk@mvnu.edu



Lower Level  
of Library



@MVNUMoBo



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