

## TEC Services Policies for the Repair of Computers and Printers

### 1. Warranty Repairs.

1.1 General. Typically, the Parts & Labor service warranties for PCs, printers, and other related peripherals will cover the cost of most replacement parts (except those items identified as consumables such as notebook batteries and printer ink/toner cartridges) and the labor required to install these parts. Most PC manufacturers will only cover the labor charges associated with those parts that must be replaced by accessing the interior of the computer case.

1.2 Non-Reimbursable Warranty (NRW) Repairs. Repair labor for which the PC Manufacturer will not reimburse TEC Services. These services are referred to as Non-Reimbursable Warranty (NRW) Repairs and are detailed below.

1.2.1 Customer Replaceable Units (CRU). A CRU is defined by some PC manufacturers as a device that can be replaced by the end user. Basically, a CRU is any part that can be replaced without the need to access the inside of the PC case of the desktop or notebook. Examples of CRUs for desktops are monitors, mice, and keyboards. For notebooks, CRUs are typically CD/DVD drives, PCMCIA cards, AC adaptors, docking stations, memory units, and other similar devices. If you need to know if a specific part has been classified as a CRU by your PC's manufacturer, please check with the Customer Receptionist.

1.2.2 Software Related Tasks. Includes software support tasks such as those required to correct virus-related problems, OS installations (re-installs and updates), installation of device drivers and software applications, and all other software services. **Please refer to the Software Service Options section of the WORK ORDER INFO form to select one or more software services that you would like provided.**

1.2.3 Minor Adjustments. Adjustments to PCs that don't require the replacement of a part. EXAMPLE: Labor required to reseat memory modules, circuit boards, and other devices.

### 2. Non-Warranty Repairs.

GENERAL. The customer will be assessed charges for both labor and replacement parts that are expended in the repair of PCs, printers, and other related peripherals that are no longer covered by the manufacturer's warranty. All parts that are purchased—either directly or through the repair process—by faculty, staff, and students for their private use will be assessed the local sales tax for Clarke County.

2.1 Diagnostic Fee. A Diagnostic Service Fee of \$75.00 for Dell, Apple and Lenovo computers (\$87.50 for any other brands), \$75.00 for printers is due when the equipment is accepted for service. If the customer decides to proceed with the repair following his/her receipt of the repair estimate, the Diagnostic Service Fee will be applied to the total repair cost. The Diagnostic Service Fee is non-refundable.

2.2 Labor Warranty. Labor expended in the repair of a computer, printer, or other related peripherals will carry a warranty of 30 days. This warranty will apply to only those cases for which the equipment is being returned for the original malfunction. If new defects (unrelated to the original malfunction) are diagnosed with the equipment, labor charges will be assessed.

2.3 Parts Warranty. Parts warranties will be as specified by the parts manufacturer. The typical warranty period for electronics parts is 90 days. TEC Services will facilitate the warranty exchange of any parts that fail within twenty (20) calendar days of the date the parts were released to the customer. Following this period, the customer will be responsible for contacting the distributor/manufacturer to arrange the warranty return, or the customer may elect to ask TEC Services to facilitate the exchange of the defective part for the standard facilitation fee of \$75.00.

### 3. General Policies

3.1 Picking-Up Serviced Equipment. Immediately following the completion of a repair job, the customer will be notified that his computer is ready for pick-up. The customer is requested to retrieve his/her repaired equipment within five (5) business days of being notified that the repair has been completed. Equipment that is left at TEC Services for 60 calendar days past the first notification that the repair is complete will be considered abandoned and will be sent to UGA Surplus Property for disposal.

3.2 Protection of Software Files. The repair of computers may involve the loss of data. TEC Services is not responsible for the loss of the customer's data. Customers are responsible for backing-up their personal data on a routine basis.

I have read and agree to the terms & conditions listed above; I fully understand that non-warranty repairs for Dell, Apple and Lenovo computers will require a pre-payment of \$75.00 (\$87.50 for all other computer brands) and \$75.00 for printer diagnostic fee, which is non-refundable; and authorize TEC Services to service my equipment under these terms.