

EDUCATIONAL TECHNOLOGY LABORATORY

SERVICE AGREEMENT FORM

REGARDING: COMPUTER EQUIPMENT REPAIR OF ANY KIND (BOTH HARDWARE AND SOFTWARE)

Last Name: _____

First Name: _____

Building: EPASW _____ DHSP _____

Status: __ Faculty __ Staff __ Student

Phone: _____

Email: _____

Equipment: __ Desktop __ Notebook __ Printer __ Others: _____

Model and Make: _____

Serial Number: _____

Operating System: _____

P-tag: _____

I UNDERSTAND THAT ETL AND ITS STAFF'S SOLE OBLIGATION UNDER THIS AGREEMENT WILL BE TO PROVIDE BASIC MAINTENANCE SERVICE.

I also understand the following consequences of my Agreement with ETL and its Staff hereunder:

- ETL and its staff presume that the user assumes full responsibility with respect to their data. This includes, but not limited to, backing up their entire data, deleting critical/private/sensitive information before handing over the equipment for servicing, etc.
- ETL and its staff shall not be responsible for any kind of immediate or subsequent loss arising or incurred due to loss of data, information, programs or any kind of intellectual property during the course of servicing.
- There is always a calculated amount of risk involved in servicing computer and related equipment and that ETL and its staff shall not be responsible for any loss of use of the equipment or for any other liabilities arising from its performance of maintenance whether such performance is by ETL staff or authorized third parties.
- Upon or for fixing a problem some programs may need to be removed/deleted/uninstalled or in some cases a complete reformatting of the system may seem mandatory and I authorize the ETL and its staff to proceed to fix the problem, should there be a need. In which case, I would like to reiterate that I either have the required programs for re-installation or do not need the program any more.
- ETL provides assistance and services strictly on "First Come First Served" basis.

Sign if ACCEPTED: _____

Accepted on (date) ____ \ ____ \ _____ at (time) _____ hours