I. Purpose of the policy
This policy establishes level of service, population served and the extent of qualified services available at the Repair Center.

II. Applicability and Authority
This policy applies to any member of the PSU community making use of Repair Center Services.

III. Detailed Policy Statement
The Repair Center offers hardware warranty and software services to qualified members of the campus community (faculty, staff, students, alumni and retirees).

- Hardware Warranty work itself does not incur labor charges, charges will be incurred if the repair necessitates reloading the Operating System.
- Any warranty covered parts that the warranty provider does not want returned as a condition of coverage will be returned to the customer or recycled per customer request.
- All non-warranty parts will be returned to the customer or recycled per customer request.
- The Repair Center will not install externally purchased parts, except for RAM or a new hard drive.
- The Repair Center reserves the right to decline any repair job based on difficulty of obtaining parts, condition of the equipment or based on the amount of time estimated to repair.
- Drop off and pick up must be performed by the same person unless the customer makes arrangements, via an email to computer-service@plymouth.edu naming the individual who is authorized to pick up and pay any associated fees. Photo ID required for pickup.
• All equipment is evaluated on a first come first served basis, based on availability of qualified technicians.

• All equipment will be evaluated within 2 working days (Monday-Friday, excluding holidays) unless the Repair Center is experiencing higher than normal volume. In this case, a time estimate of when the evaluation will be complete will be made at the time the equipment is dropped off at the repair center.

• The Repair Center cannot accept non-PSU owned defective computers, monitors, printers for disposal.

• Warranty parts are ordered daily (Mon-Fri, excluding holidays), and are generally received within one business day from Apple or Dell unless the part is backordered or inclement weather delays the shipment.

• All equipment must be picked up within 30 days of notification that it is ready for pickup. PSU will cannot be held responsible for equipment that is not picked up.

• Failure to pay costs due as a result of repair will result in a financial hold being placed on your PSU account or the costs being sent to a collection agency (the customer may be liable to additional costs as a result of this effort).

  a. Evaluation

  i. All non-warranty work, software and hardware is subject to the standard evaluation fee. (Note: Operating System problems and virus removals are not covered under warranty).

  ii. If the repair Center cannot duplicate the problem on the initial visit, the evaluation fee will be credited towards any subsequent visits for the same problem within 7 business days of pickup.

  iii. If you approve the recommended course of action (non-warranty), the evaluation fee is waived in lieu of any other charges that may apply.

  b. Hardware (Warranty)

  i. Parts replaced within the manufacturer's warranty period may be new or refurbished and are covered by the computer equipment’s remaining warranty.

  ii. Unless the warranty repair incurs a cost to the customer, drop off for repair is taken as consent to perform the repair.
iii. Dell - Any computer with a qualified Dell manufacturer’s warranty (some machines purchased at Staples and Best Buy may not qualify as they carry a warranty arrangement provided by the seller)

iv. Apple - Any computer with a qualified Apple manufacturer’s warranty
   1. Personal iPads are not serviced.
   2. iPhones are not serviced.

v. Computers (other) – The repair Center cannot provide warranty services for non-Dell or Apple computers.

vi. Printers – The Repair Center cannot perform warranty repairs on computers or printers other than those manufactured by Dell or Apple.

c. Hardware (non-Warranty)
   • When upgrades or repairs have been performed that require any swap-outs of old components, all replaced components will be returned to the customer for disposal or recycled per customer request.
     i. All non-warranty repairs require customer approval of costs before any action beyond the evaluation is taken.
     ii. The customer is financially responsible for all approved repairs (parts, shipping and labor).
     iii. The customer is responsible for any expedited shipping charges if the repair is a rush job.

d. Software
   i. Data Backup
      By default, the Repair Center only backs up user profile data (e.g. documents, pictures, music, etc.). The Repair Center does not back up applications, utilities, or customizations. Movies are not backed up due to size and time restrictions. If desired, movie backups incur additional fees). Successful backup is subject to the state of the hard drive when brought in.

   ii. Operating System (OS) re-install (severe virus infection or damaged OS)
      If selected, any previously incurred labor charges are be waived in lieu of the data backup and reimage labor charges.
1. Requires a complete erasure of the drive
2. The original Operating System that came with the computer will be installed.
   a. A valid license code must be presented prior to exercising this option (Most computers have the license code on the exterior case).
   b. The Repair Center will apply all relevant patches.
   c. The Repair Center will reinstall all drivers (assuming availability from the vendor).
3. The Repair Center will ensure that the following are working:
   a. Normal computer operation
   b. Built-in network
   c. Wireless network
   d. Audio
   e. Optical drive functionality
   f. If available, the Repair Center will install the CDRW/DVD applications that shipped with the computer, otherwise generic application(s) may be substituted.
4. If a valid antivirus subscription license code is not provided by the customer, a suitable free tool will be installed in its place.

IV. Procedures
   a. A valid PSU email account is required to use the services of the Computer Repair Center as a valid PSU email account is required to create the work order at time of equipment drop off.

V. Sanctions statement(s) for non-compliance
   Services will be denied.

VI. Related Policies / References for More Information
   a. Sensitive and Confidential information
   b. User Credential Policy