

Laptop Surgery Disclaimer

Introduction

The Laptop Surgery offers advice and assistance to students and staff with problems connecting to LSE resources from personally-owned laptops and mobile devices. The laptop surgery is unable to assist with hardware repairs of any kind.

This form gives authorisation for Laptop Surgery staff to carry out basic hardware activities (hard drive replacement, memory upgrades, and hard drive data recovery only) on personally-owned computers, on a best-efforts basis. There is no charge for this service.

In the context of this form, "equipment" refers to all parts of the computer (and any peripherals attached to it) as well as to the data, operating system, and other software installed on it; "user" refers to the person who signs this form; "we" and "us" refer to Laptop Surgery staff and Information Management and Technology. These terms and conditions form an agreement between us and the user.

Data and System

Any hardware activity incurs the risk of damage to both data and equipment. We cannot be held responsible for any damage or loss of data or functionality of the equipment that may occur during or after assistance. If you are not prepared to accept the above risks, we recommend you do not enter into this agreement.

Warranties

Users must be aware that if their equipment is under warranty with a supplier or manufacturer, activities undertaken by us may invalidate that warranty. You are advised to check the terms and conditions of any such warranty or contact the supplier or manufacturer who gave the warranty, before entering into this agreement. We will not be held responsible if warranties become invalid.

User Declaration

1. I authorise Information Management and Technology to carry out hard drive replacement/memory upgrade/ hard drive data recovery (delete as appropriate) on my personally-owned equipment.
2. I understand the terms and conditions stated above and will not hold Information Management and Technology responsible for any loss or damage to my personally-owned equipment.

Signed: _____ Date: _____

