

IT Services: Laptop Clinic

Appointment Date	
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Contact Details

Name	
Course	
Address	
Contact Number	
Email Address	

Laptop Details

Make & Model	
Operating System	
Serial Number	
Under warranty?	
Username & Password to log in	

Description of the fault

Resolution (IT Services to complete)

Time Taken	
Date Collected	
Call Reference	

Terms and Conditions Agreement Form

To use the Laptop Clinic service, you must agree to the following conditions:

- Laptop Clinics are provided on a 'best endeavours' basis within our limited resources – we cannot guarantee to solve your problem.
- **It is your responsibility to ensure that work on your computer has been backed up regularly.**
- The computer you bring to us must be your own property.
- We can advise and assist with equipment and software used for academic work only.
- You must bring all electrical cables needed by your computer.
- While we strive to provide the best advice, care and support possible, IT Services cannot be held responsible for any loss of your personal data including documents. Any attempt we make to recover data from your computer is on the strict understanding that further data loss is possible and this is entirely at your own risk.
- IT staff cannot undertake any repairs to broken or faulty hardware items.
- Although every care will be taken, University College Falmouth will not be liable for any damage to your equipment.
- If IT determines that a computer needs to go to an external repair business, it will be your responsibility to arrange and pay for such repairs.

I agree to the terms and conditions above

Full Name	
Date	
Signature	
Call Reference (IT Services to complete)	