



HelpSTAR #

Owner's Phone #

Waiver of Responsibility for Work on Student Owned Computer

I have requested technical assistance for my personal computer from the Hendrix College Office of Information Technology ("Hendrix IT").

I understand that Hendrix IT will provide such assistance within the following general guidelines:

Hendrix IT will attempt to remove viruses and spyware and will install the latest anti-virus software for a flat fee of \$30 that will be charged to my student account upon completion of the work; Hendrix IT may help carry out basic troubleshooting of other computer problems at its own discretion; Hendrix IT is not able to provide any software, other than anti-virus and anti-spam software, or any hardware to students.

I understand that Hendrix IT is not promising to carry through any such assistance to a positive outcome, or to completion. The work is undertaken solely at Hendrix IT's discretion, within the limited timeframe that it has available for helping with student computers. In the course of this work, the desired repairs may not be achieved, and in fact the computer may have deteriorated or become entirely unusable at the point Hendrix IT stops work on it. I understand that my computer may be damaged or rendered inoperable during the course of Hendrix IT's work. I understand that any equipment will be disposed of by Hendrix IT that remains unclaimed six months after notification to retrieve it.

I will not hold Hendrix IT, Hendrix College, or any agent or employee of Hendrix College responsible for the repair or replacement of, or any damage to my computer including but not limited to software, hardware, or data, regardless of how the damage occurred.

The computer Hendrix IT will be servicing is:

Brand	Model	Serial Number
Additional Hardware or Software Dropped Off (Please list items in the space below)		
☐ Case		
☐ Power Supply		

I have read, understand, and agree to all the terms above.

Student Signature

Date

Student Name (Please Print)

Hendrix IT Representative

I have taken possession of the above computer from Hendrix IT.

Student Signature

Date