Terms and Conditions of the ITS Computer Support & Repair Service for the School of Art & Design Undergraduate Student Apple Laptop Repair Coverage Plan

This plan provides the following coverage for School of Art and Design student laptop repair for a period of four years from Sept. 1, 2010 to August 31, 2014, for those who have purchased an Apple laptop through the Fall 2010 undergraduate student laptop program.

Walk-in Computer Consulting
Walk-in consulting for any Apple laptop computer related issue will be provided at the ITS Computer Support & Repair service desk in the UM Computer Showcase – at both the Pierpont Commons (North Campus) and the Michigan Union (Central Campus) locations. Please check with each location for repair service hours since those are subject to change during various times of the year. Walk-in consulting will be at no cost for the first 15 to 20 minutes for any Apple hardware/software related computer questions. Please note that the service personnel at the repair centers are not experts in individual third party software packages and therefore may not be able to help you with all your software questions. This plan only extends to cover the labor cost of any repair that is NOT covered by the four-year AppleCare warranty that runs concurrently with this coverage plan. Any walk-in consulting (especially software consulting) that exceeds the first 15 to 20 minutes would be provided at an additional cost to the student, charged at the prevailing consulting rates. A valid UM ID is necessary to secure any kind of service under this plan.

Repair Coverage
If it is determined that there is a problem with your Apple hardware, the repair and/or replacement of the defective part may be covered under the four-year AppleCare warranty, if the problem arose from a manufacturing defect or failure of a part of the hardware from Apple. If it is determined that the problem was not caused by an Apple manufacturing defect or failure of a part of the hardware from Apple (e.g. like dropping the laptop, etc.), this coverage plan would only cover the labor cost of repairing the laptop, and the replacement cost of the damaged part(s) would be the responsibility of the student.

Issuance of a Loaner Laptop
Only students who are part of the School of Art & Design are eligible for loaner laptops under this coverage plan. Students who have transferred out of the School of Art & Design undergraduate program anytime during the four years are NOT eligible to receive a loaner laptop under this plan.

If the laptop needs to be taken in for repair for any reason, every effort will be made to transfer the data of the defective laptop to a similar loaner laptop and the loaner laptop would be made available for the student use until the defective laptop is repaired. All data from the hard drive of the defective laptop would be transferred to the loaner laptop (if the hard drive of the defective laptop is still in working
condition). The student will be responsible for complete care of the loaner laptop during the loan period (see section on damage to loaner laptop below). The student will be notified as soon as the defective laptop has been repaired. **The student has 48 hours from the time of notification to return the loaner laptop (if one was issued) and claim their repaired laptop.** All appropriate data transfers will be done from the loaner back to the repaired student laptop (see next section for exceptions). **If a student does not return the loaner laptop within 48 hours after notification of a repaired laptop, and claim their repaired laptop, a late fee will be assessed at the prevailing rate.**

**Exceptions**

ITS Computer Support & Repair is not responsible for any loss of data during the transfer of data between the student laptop to a loaner laptop or vice versa. There may be occasions where, if the hard drive has failed or is damaged in the student laptop, data transfer to a loaner may not be possible. The student is responsible for backing up all of their data regularly to an external drive to reduce the risk of losing data due to hardware failures or data transfers. **By bringing the laptop to the ITS Computer Support & Repair for repair, the student assumes any risks of data loss due to data transfers or other attempts to repair the defective laptop computer equipment.**

**Basic Software Installed by ITS Computer Support & Repair Center on a Repaired Laptop**

In most cases, it is assumed the student has a back up data drive or the loaner laptop from which the student data will be restored to the repaired laptop. If such data back up does not exist for whatever reason, and data restoration is not possible (e.g. in case of a hard drive failure and/or replacement of the hard drive on the student laptop), the ITS Computer Support & Repair Center would only install the following basic software on any repaired Apple laptop covered under this plan: Apple Operating System, UM Blue Disk software (Mail config, Fetch) and MWireless. **All other third party software installation would be the responsibility of the student, and they are responsible for acquiring and maintaining this software and meeting appropriate license requirements. This includes any de-authorizing and re-authorizing procedures of software licenses between laptops for some specialized software like iTunes and Adobe CS5.** ITS Computer Support & Repair personnel may be consulted on any advice regarding these specialized procedures.

**Damage to Loaner Laptop and Reporting of Damage to UM DPS Requirement**

The student who is issued a loaner laptop by ITS Computer Support & Repair Center is responsible for the appropriate use and care of said equipment. If it is determined that the loaner laptop has been damaged at the time of return, the student will be asked to call UM Department of Public Safety (UM DPS) and file a police report. A DPS case number and the name of the UM DPS officer will be provided by the UM DPS officer who records the report. This UM DPS case number and the DPS officer name has to be provided to ITS Computer Support & Repair at the time of the return of the loaner laptop. **ITS Computer Support & Repair will NOT swap the loaner**
laptop with the student’s repaired laptop if the loaner laptop is damaged and the student does not have a valid UM DPS case number and DPS officer name.