

Mobile Device Service Agreement



Instructions: Please read this agreement thoroughly. It contains the terms of submitting your mobile device (laptop, iPad, etc.) to IT@Sam for service. Your acknowledgement and signature is required for us to accept your device for service.

Client’s Understanding and Agreement:

Repair procedures can result in data loss on mobile devices due to devices needing to be restored to factory condition or hardware failing.

Device owners should back up stand-alone devices such as laptops or iPads on a regular, recurring basis. IT@Sam provides a technology tutorial on best practices for backing up data. Send questions regarding this agreement to the Service Desk at servicedesk@shsu.edu or via an update to your existing ticket for service.

I understand that it is my responsibility, before dropping off my device, to back up all data and store it in a location other than the device being serviced.

I also understand, if the computer has a virus or does require that the operating system be reinstalled, that:

- IT@Sam is not responsible for any loss of data.
- Any software I have installed, I will need to reinstall.
- Any data that I have on the device, I will need to restore.

Current versions of the following software titles will be reinstalled on University owned laptops by IT@Sam. iPads are restored to factory condition with no software installed.

- Windows or Mac OSX
- Office
- Anti-virus (Windows Only)

Additionally, I will need the following University-owned software installed:

Client Signature: _____ **Date:** _____

Client Name: _____

IT@Sam Use Only

Technician Signature: _____ **Technician Name:** _____

Cherwell Ticket: _____ **Orange Tag:** _____ **Date/Time:** _____