



Student Laptop Repair Depot Scope

Services Provided:

1. Hardware Replacements and Upgrades on non-warranted machines
 - a. Screens, Keyboards, Trackpads, Charging Ports, Speakers, Power Buttons, Motherboards, Cables, and Cards
 - b. Hard Drive and RAM Replacements and Upgrades
 - c. Battery Replacements
2. Software Solutions
 - a. Clean OS Installs for Corrupted Operating Systems
 - b. Viral Infection Removal
 - c. File Configuration and Disk Defragmentation
3. Data Recovery/Transfer
 - a. Deleted Data Recovery
 - b. Dying/Failing/Dropped Hard Drive Data Recovery
 - c. Data Transfer from an Old Laptop to a New Laptop
4. Diagnostic Services
 - a. Full evaluation during intake process
 - b. Assistance in identifying replacement laptop

Services Not Provided:

1. Custom PC Assembly
2. Console Repair
3. Faculty Machine Repairs

Customer Responsibilities:

1. Must sign Intake Liability Waiver and Respond to Ticket Updates within Three(3) Contact attempts by RWU Techs
2. Must purchase and return exact parts recommended by Technician
3. Must Back Up Data Regularly