



Office of Information Technology
Technical Support Services

Liability Release, Waiver, and Indemnity Agreement for Personal Computer Support Services

In consideration of American University's Office of Information Technology ("University") providing computer support services for me, I agree and/or represent that:

- 1. I am currently an AU student, faculty, and/or staff member;
- 2. I certify that I am the owner of the personal computer being presented to the University and the computer support services that I requested are for official university purposes only;
- 3. the University's computer support services are provided free of charge and done on a first-come, first-served basis. The computer support services only include: configuring computers to access the University's network, cleaning viruses, troubleshooting software issues, or remediating SafeConnect issues;
- 4. any additional computer support services including but not limited to resolving hardware problems are not included and I will have to directly contact my manufacturer for additional repair options;
- 5. the University reserves the right to refuse to provide the computer support services for any reason;
- 6. I acknowledge that the University requested that I back up all information and software on my personal computer before delivering it to the University;
- 7. the University is not responsible for computers or accessories left more than thirty (30) days;
- 8. I understand that utilizing the University's computer support services is voluntary. I acknowledge that the University is not an authorized service dealer of my personal computer and the University makes no verbal or written, either expressed or implied, on the computer support services rendered by the University. I further fully recognize that the University's computer support services rendered may result in substantial risk of damage including but not limited to voiding existing equipment warranties and the malfunction or physical damage to computer, computer accessories or the computer's programs. Knowing and understanding these risks, I assume all responsibility and risk for any damage to my personal computer and computer accessories that may result from the University's computer support services; and
- 9. Furthermore, I (including my parents, guardians, and legal representatives) agree to release, waive, indemnify, and hold harmless American University its trustees, officers, employees, faculty, from and against any and all liability for any harm, injury, damage, claims, demands, actions, causes of action, costs, and expenses of any nature that may result from the University's computer support services.

Ticket Number: _____ OIT Staff Name: _____

I have read and fully understand the above provisions and agree to be bound by them, as indicated by my signature below

Signature _____

Date: _____ AU ID #: _____

If student is under the age of 18

Parent/Legal Guardian's Signature _____ Date _____

Print Name of Parent Legal Guardian _____

For Computer Drop-off Only

Equipment returned to customer on date: _____ by: _____

Customer Signature: _____