

# IT Service Desk - University of North Georgia

I authorize you to perform the services indicated on my check-in paperwork and furnish the necessary materials. University of North Georgia, its agents and / or employees (hereafter referred to as "UNG") may operate the computer and any other provided hardware and software for diagnostic, installation, testing and repair purposes.

I understand that UNG offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support. I understand that my eligibility for this service is dependent on my being a current, enrolled student or active faculty/ staff member at UNG and that UNG will verify my enrollment status before any software is installed. I agree to allow UNG to accept EULA (End User License Agreements) on my behalf during software installations.

Although UNG will use its best efforts to secure my equipment, I agree that UNG will not be responsible for loss or damage in case of fire, theft, or other causes beyond the University of North Georgia's control.

I understand that UNG is not an authorized service dealer, and that technical support rendered by UNG may void manufacturer warranties for this computer system. UNG does not assume any liability or warranty in the event the manufacturer warranties are voided. Further, I agree to release, indemnify, and hold harmless UNG from liability for any claims or damages of any kind or description that may arise from any work performed on my computer.

I fully understand that I, the owner of this computer, have backed up all information on the storage media which I want to preserve. I also understand that UNG is not responsible for any lost data and waive any legal action against UNG. I understand that the data on this computer and other provided storage media is not the responsibility of UNG and may be lost during the installation process without my prior knowledge. I understand that by choosing to have an OS installed on my computer, that the process will remove any recovery partition(s) that may be present & any proprietary software that my manufacturer pre-installed.

The undersigned acknowledges that during the course of or as a direct or indirect result of the actions or omissions taken by UNG to install the stated software, data may be irretrievably lost. The undersigned further acknowledges that UNG shall not be liable, either in tort, contract, or otherwise, for any such loss of data or for any incidental, indirect, punitive, exemplary, special, or consequential damages related to or arising from such loss of data.

## **Statement of Ownership**

I, \_\_\_\_\_, own or am otherwise licensed to use the stated (or installed) software and hardware and authorize UNG to use it to diagnose, install, or otherwise service my computer system. I further agree to indemnify, hold harmless, and defend UNG against any claims, demands, losses, or actions resulting from UNG use of the stated (or installed) software to install, repair, or otherwise service my computer system.

**CONTINUING THE REMOTE SESSION CONFIRMS THAT I HAVE READ, UNDERSTAND, AND  
AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS**

08.2018 - GLA