

Yale STC - Intake Waiver Form

The Yale Student Technology Collaborative (Yale STC) offers limited computer troubleshooting at no charge as a courtesy to supported Yale students with supported personal devices.

Within the limits of our resources, Yale STC will make our best effort to solve issues, but our success is not guaranteed.

Please acknowledge the following expectations of this service:

I understand that I am responsible for backing up any data on this device. Yale STC is not responsible for any data loss that may occur as a result of work performed on my computer.

I understand that Yale STC may provide data backup and recovery services, provided my computer meets certain criteria. Yale STC will delete this data from our systems two weeks after resolving my ticket.

I understand that Yale STC offers no warranty regarding the success of this technical support service.

I understand that there is risk of damage any time a computer is physically being worked on, including, but not limited to: loss of data and software, and/or total loss of function of the computer. This risk is increased if the computer has experienced any prior physical damage or liquid spills.

I assume responsibility for all parts ordered and given to Yale STC. While all replacement parts are a suggestion from Yale STC and it is ultimately my decision to order said parts, I understand that all costs and fees, including return and exchange costs, are my financial responsibility and I assume all risks associated with ordering these parts.

I expressly waive all claims against Yale STC for any damages to this computer, including hardware, software, and data.

I understand that Yale STC reserves the right to dispose of unclaimed devices four (4) weeks after completion of the repair.

By signing below, I agree that I have read and fully understand and agree with this waiver form:

Print name: _____ INC: _____
for STC staff

Signature: _____ Date: _____

Yale STC - Loaner Agreement Form

The Yale Student Technology Collaborative (Yale STC) offers loaner laptops at no charge as a courtesy to supported Yale students while their personal device is being repaired.

Please acknowledge the following expectations of this service:

I will return all loaner equipment, including peripherals and/or accessories, to STC in good condition by the due date. Failure to return equipment on time and in good condition will result in fines up to the cost of replacement. As of June 2025, the replacement cost of a laptop is \$1433, the cost of a laptop charger is \$45, and the cost of a laptop sleeve is \$20.

If I need an extension on any loaner equipment beyond the due date, I will contact Yale STC prior to the due date. I understand that extensions are not guaranteed.

I will not remove, reinstall, or otherwise modify the operating system on the loaner laptop.

Print name: _____ INC: _____
for STC staff

Signature: _____ Date: _____