



## TTS Medford Walk-Up Desk Micros Pricing for Students



### **Supported Student Devices:**

#### **In warranty (Apple, Dell, Lenovo ThinkPads, HP):**

- No charge to the Student or Tufts University for hardware repair covered by the warranty (excludes physical damage to the device).

#### **Out of warranty (Apple, Dell, Lenovo ThinkPads, EXCLUDES HP):**

- \$42 initial diagnostic fee covered by Tufts University.
- No charge to the Student if they decide not to proceed with the repair.
- If the Student decides to proceed with repair Tufts University will cover the \$63 repair fee.
- Any additional costs (e.g., for parts, data back-up) will be charged to the Student once they approve the repair.

\*\*\*Micros can perform in warranty repairs on HP devices, but Tufts will not cover the diagnostic or repair fees for these devices as they are not a Tufts preferred vendor.

### **Unsupported Student Devices (HP, Toshiba, Samsung, ASUS, Acer, Lenovo IdeaPads, etc.):**

#### **In warranty:**

- **The Student is encouraged to contact the manufacturer directly for in warranty repairs on unsupported devices, as having Micros do work on these machines would likely void the warranty. The fee schedule for an unsupported in warranty repair is the same as an out of warranty repair (below).**

#### **Out of warranty:**

- \$42 initial diagnostic fee charged to the Student.
- If the Student decides to proceed with the repair, the diagnostic fee of \$42 will be voided and replaced with a \$63 repair fee.
- Any additional costs (e.g., for parts, data back-up) will be charged to the Student once they approve the repair.

### **Miscellaneous:**

- Data back-up and transfer, regardless of warranty status or whether the device is supported or unsupported by Tufts, costs \$63.
  - Included in the \$63 charge is restoring the hard drive to the default factory image, if necessary.
- **Virus removal, regardless of warranty status, costs \$63. If the machine is a supported student device (Apple, Lenovo, Dell), Tufts will cover the \$63 cost.**
  - **Included in the \$63 charge is restoring the hard drive to the default factory image, if necessary. It does not include data back-up and transfer.**
  - **If, in addition to the virus removal another repair is required, the cost of the repair would be added to the \$63 cost**
- Memory (RAM) upgrades are performed for a cost of \$25, not including the cost of the memory itself.

**Please note: Micros will not charge labor or parts fees without the Student's approval to do the work.**

**Micros will reach out to the Student directly to make payment arrangements for non-warranty and unsupported repairs.**



## TTS Medford Walk-Up Desk Micros Pricing for Faculty/Staff



### **In Warranty Faculty and Staff Supported Personal Devices (Apple, Dell, Lenovo ThinkPads, HP):**

- No charge to the Faculty, Staff, or Tufts University for hardware repair.

### **Out of warranty & unsupported Faculty and Staff Devices (Toshiba, Samsung, ASUS, Acer, Lenovo IdeaPads, etc.):**

- \$42 initial diagnostic fee charged to the Faculty or Staff Member.
- If the Faculty or Staff Member decides to proceed with the repair, the diagnostic fee of \$42 will be voided and replaced with a \$63 repair fee.
- Any additional costs (e.g., for parts, data back-up) will be charged to the Faculty or Staff Member once they approve the repair.

**Please note: Micros will not charge labor or parts fees without the Faculty or Staff's approval to do the work.**

**Micros will reach out to the faculty or staff directly to make payment arrangements for non-warranty and unsupported repairs.**

**Tufts-owned equipment should be assigned and/or redirected to the local Desktop Support team.**