



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 for hardware repair covered by the warranty (excludes physical damage to the device).

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

- \$48 initial diagnostic fee covered by Tufts.
- No charge to the Student if they decide not to proceed with the repair.
- If the Student decides to proceed with repair, Tufts will cover the \$72 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 out of 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 Yoga/Ideapads):

****No Microsoft Surface support at this time.**

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 for an unsupported in warranty repair is the same as an out of warranty repair (below).**

Out of warranty:

- \$48 initial diagnostic fee charged to the Student.
- If the Student decides to proceed with the repair, the diagnostic fee of \$48 will be voided and replaced with a \$72 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 \$72.
 - Included in the \$72 charge is restoring the hard drive to the default factory image, if necessary.
- **Virus removal, regardless of warranty status, costs \$72. If the machine is a supported student device (Apple, Lenovo, Dell), Tufts will cover the \$72 cost.**
 - **Included in the \$72 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 \$72 cost**
- Memory (RAM) upgrades are performed for a repair cost of \$25, not including the cost of the new memory component 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.



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



In Warranty Faculty, Staff and Employees Supported Personal and University Computers (Apple, Dell, Lenovo ThinkPads and HP's):

- No charge to the Faculty, Staff, and Employees for Tufts Owned Computers for Out of Warranty Hardware repair (APPLE, Dell and Lenovo ThinkPads).

Out of warranty & unsupported Faculty and Staff Personal Devices (APPLE, Dell, Toshiba, Samsung, Lenovo, Sony, ASUS, Acer etc.):

- \$48 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 \$48 will be voided and replaced with a \$72 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.

Tufts-owned equipment might be assigned and/or redirected to the Tufts Desktop Support team for imaging needs.