Service Disclaimer - Computer Hard Drive Reformat / Data Backup

User name (first name, last name): ____________________________________________

Office location: Building ______ Floor: ________ Room: __________________________

Department: ___________________ Office phone: ______________ Email: ________________

Computer Brand: ___________________ Model: ________________________________

Desktop  Laptop  Server (choose one)

Serial number / Service tag: _________________________________________________

Reason for hard drive reformatting (please check one)

☐ Hard drive crash or physical damage – hard drive replacement required
☐ Operating system crash (non-repairable) – reformat required
☐ Operating system infected by spy ware or virus (non-removable) – reformat required
☐ Current operating system (OS) not upgradeable, requires clean OS installation
☐ User request to have the hard drive reformat and a new operating system installed
☐ Computer to be sent to PC Service shop for further diagnostics – hard drive replacement or reformat may be required
☐ Other reasons (please specify) ____________________________________________

Data backup (please check one)

☐ Data back up is not necessary
☐ User has backed up the data (see note below)

Note: It is ultimately the responsibility of the user requesting reformatting service for backing up the data on the subject computer. If help is needed, please contact the IT helpdesk. The Helpdesk/Desktop will provide advice on backup strategies and assistance as needed based on available resources. User takes full responsibility for specifying those files, folders and data that s/he regards as critical. The Helpdesk/Desktop is not responsible for data loss during service it performs on your computer. Please back up your data before sending your computer to be serviced by the Helpdesk/Desktop.

By signing below, the user signifies s/he has read this form, understands and agrees on the terms and conditions.

User Name (print first name, last name): ____________________________________________

User signature: ____________________________ Date (MM/DD/YY) ________________

Responsible IT staff (print first name, last name): ____________________________ Date(MM/DD/YY) ________________

Responsible IT staff signature: ____________________________ Date(MM/DD/YY) ________________

Supervising IT manager: (print first name, last name) ____________________________

Supervising IT manager signature: ____________________________ Date (MM/DD/YY) ________________