

SERVICE WAIVER FORM

The Service Waiver Form is a standardized legal document that is to be signed and dated by the beneficiary when a computer is presented for service. The purpose of this document is to protect both the beneficiary and The Kiwanis Club of Issaquah.

I certify that:

- I am the owner of this computer and any related equipment.
- I have backed up all information I wish to preserve.
- I understand that technical support rendered by The Kiwanis Club of Issaquah may void manufacturer warranties and release The Kiwanis Club of Issaquah from any resulting liability.
- I understand that The Kiwanis Club of Issaquah offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support. A demonstration of any work completed will be provided at the time service is finished.

Initial here _____

TERMS OF SERVICE

Estimated Completion Time: The Kiwanis Club of Issaquah will provide an estimated completion time for your service. In the event that a service will exceed the estimated time by more than one half-hour, your approval will be requested.

Hardware Replacement: Any old parts/hardware will be returned to you when your service is completed unless otherwise specified. Recycling services are provided for desktop CPUs, laptops and monitors in partnership with our Kiwanis Aktion Club, AtWork! and E-Cycle Washington.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and possibly, the loss of data. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades. The Kiwanis Club of Issaquah will notify you of any known incompatibilities at the time of service, but some may become apparent at a later date.

Liability: Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data. The Kiwanis Club of Issaquah will not be held liable.

Loss of Data: The Kiwanis Club of Issaquah is not responsible for the loss of any data which may occur while performing work on your computer. You may request that The Kiwanis Club of Issaquah back up your data for you; however, we do not guarantee the success of any backup.

Ownership: The Kiwanis Club of Issaquah may request proof of ownership for any items presented for service (original software CDs, appropriate keys and/or serial numbers, etc.).

CONTINUED ON BACK SIDE

TERMS OF SERVICE (CONTINUED)

Payment: Any technical support provided by The Kiwanis Club of Issaquah is provided free of charge as a service to the community.

Privacy: Our volunteers will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.

Right to Refuse: In its sole discretion, The Kiwanis Club of Issaquah reserves the right to refuse work that is beyond the scope of its ability or for other good cause.

Abandonment: If any item is left in the possession of The Kiwanis Club of Issaquah for more than 90 days after completion of service, it will become the sole property of The Kiwanis Club of Issaquah.

Scope of Work: The Kiwanis Club of Issaquah will only perform the work agreed upon when service is arranged. You must explicitly authorize any additional work which may be required.

The following items were received by The Kiwanis Club of Issaquah:

Make: _____ Model #: _____ Serial #: _____

OS Login: _____ OS Password: _____

Power-on Password: _____

(Circle all that apply)

Laptop Computer

Desktop Computer

Keyboard and Mouse

AC Adaptor

AC Power Cord

Battery

Restore / Software (# of CD's received): _____ Other: _____

Miscellaneous Notes: _____

I authorize The Kiwanis Club of Issaquah to perform work on my computer. I understand that Kiwanis Club of Issaquah volunteers have computer hardware and software technical training or work experience, but The Kiwanis Club of Issaquah is not an authorized service dealer. I understand that The Kiwanis Club of Issaquah is not responsible for any data loss which may occur as a result of work done on my computer. Further, I agree to release, indemnify, and hold harmless The Kiwanis Club of Issaquah from liability for any claims or damages of any kind or description that may arise from any computer work performed on my computer, or abandonment of said items.

By signing below, I agree to the terms and conditions stated in this document.

Name: _____ Signature: _____

Date: _____ Phone #: _____