

Agreement Form for Service Desk Equipment

UWSP Information Technology

Equipment Use Agreement:

- You and a Service Desk Associate will verify that all equipment is present and functional at the time of check-out and again at the time of check-in.
- Any disputes on whether equipment is in working condition or present must be made at the time of check-out.
- Student Check Out Laptops are checked out for **1 week** with **1 extension** available for an additional week upon request. Please call 715-346-4357 or email help@uwsp.edu to request the additional week.
- During the check-in process, equipment returned to the Service Desk damaged will be considered damaged while in your possession.
- During the check-in process, equipment or accessories not present will be considered lost.
- You have two business days to locate and return accessories accidentally left out during your initial check-in (for example, a cord left on your desk at home) without any additional charges.
- Items not returned within 20 days of the end of the semester will be considered lost.
- **You are liable for the cost of all damaged items or lost items not returned to the Service Desk.**

Late, Lost, and Replacement Fees:

- \$15 fine per business day if the equipment is not returned or renewed after the 1 week loan period.
- Lost or broken items: Cost to replace or repair the item plus a \$25 processing fee
- If the device is returned extremely dirty or has a strong unpleasant odor, there will be a \$50 cleaning fee.
- If you keep an item late that is valued over \$100 and accrue late fees that exceed the cost of the item, the Service Desk will bill you the replacement cost for that item plus a \$50 processing fee. If the item is valued at under \$100, late fees will accrue up to the replacement cost of the item, at which point the user will be billed for the replacement of the item plus processing fees.

Costs for lost, broken, or items returned excessively late will be charged to your UWSP Student Bill and will be pursued by the University without exception.

Stolen Service Desk Equipment

If you believe any Service Desk equipment is stolen while loaned to you, contact the Service Desk (715-346-4357) immediately so we can help. If you believe the theft happened while on-campus, you should also contact Protective Services (715-346-3456). If the theft happened off-campus, contact the local law enforcement office.

Additional information on Service Desk policies can be found online at the UWSP Information Technology website.