WE’VE GOT YOU COVERED
INFORMATION TECHNOLOGY - COMPUTING HELPDESK

JMU Information Technology is an authorized Dell and Apple computer hardware warranty repair center, providing warranty repair at our campus facility. These services include:

- Testing, diagnosis and replacement/repair of Dell and Apple manufacturer defective parts on computer systems under warranty.
- Reloading operating system and installation of anti-virus and anti-spyware software, if hard drive requires replacement.
- Facilitating repairs that are required to be performed by the manufacturer.
- On systems with Dell's CompleteCare service plan, facilitating the replacement of computers damaged beyond repair.

Visit online for additional details and to get answers to all your computing questions!

www.jmu.edu/computing/quick/student.shtml

<table>
<thead>
<tr>
<th>ON-CAMPUS WARRANTY</th>
<th>APPLE</th>
<th>DELL</th>
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<tbody>
<tr>
<td>SUPPORT</td>
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<tr>
<td>ON-CAMPUS HARDWARE</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>WARRANTY SUPPORT</td>
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<tr>
<td>ON-CAMPUS ACCIDENTAL</td>
<td>✓</td>
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<tr>
<td>DAMAGE REPAIR (DELL COMPLETE C ARE)**</td>
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<tr>
<td>LOANER PROGRAM</td>
<td>✓</td>
<td>✓</td>
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<td>(Limited Dell/Apple loaners available while your computer is serviced)</td>
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Apple Computer Warranty:

AppleCare - The AppleCare Protection Plan is an integrated service and support solution that extends the complimentary coverage on your Mac to three years (4-year for iMac) from the computer's purchase date. This comprehensive plan includes expert telephone assistance and powerful diagnostic tools through Apple's AppleCare technical staff and on-campus hardware repairs for desktop & laptop computers provided by JMU.

DELL Computer Warranty:

Dell Parts & Labor Warranty - Dell limited warranty covers defects in materials and workmanship in Dell-branded laptop & desktop computers. Dell-branded laptop & desktop computers purchased at the JMU Bookstore come with a 4-year limited warranty, depending on the product purchased.

**DELL CompleteCare** Accidental Damage Service offers the support needed when accidents happen to your Dell systems and includes the following benefits:

- Offers wide scope of accident protection
- Simplifies replacement of damaged equipment
- Provides peace of mind for those on the go

Accidental Damage Service covers repair and replacement for various accidental damage, not covered under limited warranty, including spills, drops, surges, and breakage to your Dell computer.

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Electrical surge
- Damaged or broken LCD due to a drop or fall
- Accidental breakage (multiple pieces)

Damage caused by intentional acts, fire, theft or loss, is not covered under CompleteCare Accidental Damage Service.