

LAPTOP REPAIR PROTOCOL and CHARGES

1. Access the STEM Student Shared Drive
2. Click on the Technology self training folder
3. Select the Laptop Work Order PDF file
4. Print the entire page which has 2 Laptop WORK ORDER forms on it
5. Fill out BOTH forms indicating what is wrong with the laptop - BE SPECIFIC
6. Tape one form on the outer top cover of your laptop securely using scotch or masking tape only
7. Drop off your laptop with Mrs. Salgado (Rose Mary) at the STEM office located in the 500 building and also give her the second work order so that Mr. Gallegos can submit your repair
8. Repaired laptops will be returned to the STEM office with Mrs. Salgado
9. Mr. Gallegos will contact your teachers when your laptop is back from the shop or you can check back before school, during lunch, and/or after school

THE STUDENT WILL NOT BE CHARGED FOR REPAIRS IF THEY ARE COVERED UNDER WARRANTY e.g., malfunctioning keyboard, ports, battery, mouse pad, screen, harddrive, etc.

ANY OTHER DAMAGES (PHYSICAL) WILL BE CHARGED TO THE STUDENT e.g., broken screens, broken screen frames, broken outer casings, missing pegs or broken ports, missing keys, broken batteries (not malfunctioning batteries), torn wiring on ac adapters, etc.