



TTS Repair Center Pricing for Students



Supported Student Devices:

In warranty (Apple, Dell, Lenovo):

- No charge to the Student for hardware repair covered by the warranty (excludes physical damage to the device).

Out of warranty (Apple, Dell, Lenovo):

- Any additional costs (e.g., for parts, data back-up) will be charged to the Student once they approve the repair.

****TTS can perform out of warranty repairs on HP devices, but TTS will not cover the diagnostic or repair fees for these devices as they are not a TTS preferred vendor.**

Unsupported Student Devices

****No Microsoft Surface support at this time. (Surface software issues can be dropped off)**

In warranty:

- **The Student is encouraged to contact the manufacturer directly for in warranty repairs on unsupported devices, as having our technician work on these machines would likely void the warranty. The fee for an unsupported in warranty repair is the same as an out of warranty repair (below).**

Out of warranty:

- **\$48** initial diagnostic fee charged to the Student.
- If the Student decides to proceed with the repair, the diagnostic fee of **\$48** will be voided and replaced with a **\$72** repair fee.
- Any additional costs (e.g., for parts, data back-up) will be charged to the Student once they approve the repair.

Miscellaneous:

- Data back-up and transfer, regardless of warranty status or whether the device is supported or unsupported by Tufts, costs **\$72**.
 - Included in the **\$72** charge is restoring the hard drive to the default factory image, if necessary.
- Memory (RAM) upgrades are performed for a repair cost of **\$25**, not including the cost of the new memory component itself.

Please note: TTS will not charge labor or parts fees without the Student's approval to do the work.

Our technician will reach out to the Student directly to make payment arrangements.



TTS Repair Center Pricing for Faculty/Staff



Faculty and Staff for University Owned Computers (Apple, Dell, Lenovo):

- No charge to the Faculty and Staff for Tufts owned computers for out of warranty hardware repair (Apple, Dell and Lenovo).
*Excludes physical damage to the device

Out of warranty & unsupported Faculty and Staff Personal Devices (Apple, Dell & Lenovo)

- \$48 initial diagnostic fee charged to the Faculty or Staff Member.
- If the Faculty or Staff Member decides to proceed with the repair, the diagnostic fee of \$48 will be voided and replaced with a \$72 repair fee.
- Any additional costs (e.g., for parts, data back-up) will be charged to the Faculty or Staff Member once they approve the repair.

Please note: TTS will not charge labor or parts fees without the Faculty or Staff's approval to do the work.

Our Technician will reach out to the faculty or staff directly to make payment arrangements.