Getting Hardware Repaired

The Hardware Repair Shop is located in the Goldfarb Library near the Help Desk. **Business hours are Mon-Fri, 10:00am-4:00pm**, excluding holidays. However, it is still possible for conflicting schedules to close the shop temporarily during those hours. Please **make an appointment** before visiting for a pickup; drop-offs can be done at the Help Desk during their open hours.

Download the latest Repair Shop fee schedule.

Staff and Contact

**Alasdair Post-Quinn**, Senior Desktop Systems Specialist
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**Carroll Cadden**, Senior Desktop Systems Specialist
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Services

- Warranty repair service for eligible Dell and Apple computers.
- Fee-based repair service for Dells & Apples not covered by warranty and most other makes/models pending part availability.
- Software-based data backup and recovery services for a fee.
- The Repair Shop does NOT repair printers, scanners, televisions, game systems, or mobile devices.
- Facilitation of off-site repair service for repairs beyond the scope of the repair shop.

What to expect from a visit to the Repair Shop

Dropping off your computer:

- Please **come to the Help Desk** to check in your computer to the Repair Shop.
- You will be asked some questions to assist a helpdesk staffer in filling out a ticket with a description of the problem and your contact information.
- If the Help Desk deems hardware repair necessary, they will escalate the ticket and machine to the Repair Shop for further diagnostics.

While your computer is being repaired:

- If repairing your computer will cost you money, the Repair Shop will get in touch with you via email with a quote. If you approve the quote, repair will proceed. If you do not approve, the computer will be reassembled and returned to you. (You can also elect to pre-approve charges at the intake consultation)
- If your computer requires work beyond the capabilities of the repair shop, you will be contacted with a quote for off-site service. The same approval process applies.
- Please respond promptly to our emails for fastest service! Replying by email (not by phone or personal visit) **from a brandeis.edu account** is the most expedient way; please don’t change the subject line or email address to ensure that our ticketing system informs us of your response.

Picking up your computer:

- If payment is not needed or you have pre-paid, you can pick up your computer at the Help Desk during Help Desk hours.
- If payment is needed, you can pick up your computer at the Repair shop during Repair Shop hours. Please **make an appointment for pickup** to ensure that someone will be at the Repair Shop when you arrive.
- The Repair Shop accepts departmental chargelines, cash (exact change only), personal check, or WhoCash (WhoCash can be charged via credit card, but the Repair Shop does not directly accept credit card payments). Charges must be paid in full to pick up your computer.
- Computers abandoned at the Repair Shop for 6 months after last communication will be recycled in an environmentally friendly manner.