RAM Computers

No Touch Warranty Renewal Form

Am I eligible to renew my No-Touch Warranty?
As you purchased a Rhody Ready laptop during the Summer of 2009 or later, you are eligible to renew your No-Touch Warranty for the 2011-2012 academic year.

Why should I renew my No-Touch Warranty?
Being a student is challenging enough without having to worry about the maintenance, repair and support of your computer. By renewing your No-Touch Warranty, you will be entitled to:

- **Spyware/Virus Cleaning**. Unlimited virus/spyware/adware cleanings and unlimited software related repairs for the academic year.
- **Major hardware repairs.** The No Touch Warranty entitles you to borrow a replacement computer from RAM Computers while we perform major hardware repairs on your computer. As long as your computer is still under manufacturer's warranty there are no additional charges for parts or labor for the repair.
(Owing to the large number of customers enrolled in our program and our commitment to providing freshmen customers the very best service possible, we will not be able to lend upper classmen a replacement laptop during the first two weeks of each semester. This policy has been put in place to try to reduce the surge of repairs following vacations. These repairs should be handled before returning to school, by directly contacting your manufacturer. If you have a hardware problem over the winter or summer vacation, please contact your manufacturer directly or call us for assistance. We appreciate your help with this.)
- **In-dorm service** for students living in residence halls or fraternity/sorority houses. Experiencing technical difficulties? Call during the day to schedule an evening service visit and one of our technicians will be dispatched to fix your problem on site! Our on-site service hours are designed not to interfere with your classes: just pick a time between 5 - 9 PM Sunday through Thursday that works for you!
- **Phone support and drop-off service.** We're centrally located in the Memorial Union. Stop by with any questions or to initiate a service request. **For Technical Support or hardware repairs between semesters**, we have provided you the service contact numbers for each vendor: Apple 1-800-275-2273, Dell 1-800-624-9896, HP 1-800-474-6836, IBM 1-800-426-7378, Lenovo 1-800-426-7378 and Toshiba 1-800-457-7777.

Can I still renew my No-Touch Warranty if I live off campus?
Absolutely! RAM Computers offers the No-Touch Warranty service to both resident and commuter students. The Off-Campus warranty entitles students to telephone support, walk-in service and loaner systems for qualifying repairs. The Off-Campus No-Touch Warranty does not include on-site service.

**Payment for Renewals also available online at uri.edu/ramcomputers/renew*

(Tear Off And Return Bottom)

Student Name: _____ Student ID #: _____

Check One:	Warranty Price	Total Renewal Price
[ ] **On-Campus Renewal:**	**$89.00 (+7% RI Tax)**	**$95.23**
[ ] **Off-Campus Renewal:**	**$79.00 (+7% RI Tax)**	**$84.53**

Card Number: _____ Experation Date: _____ / _____

Card Holder's Name: _____ Card Holder's Signature: _____

Please make checks payable to RAM Computers for the total shown and mail with this form to
P.O. Box 1460 Kingston RI, 02881
Renew by Augst 25th to qualify for these rates.
Open M - Th: 9am- 4pm, F: 9am- 3pm
Questions can also be answered by Email: ramcomp@etal.uri.edu or Website: www.uri.edu/ramcomputers

If you bought a computer from
RAM Computers in 2009 or 2010
it does not matter if you live
On-Campus or Off-Campus, this is the

Renewal Form for RAM Computers No-Touch Warranty Program

- Spyware and Virus Cleaning

- Major Hardware Repairs with loaners

- In-dorm Service

- Phone Support and Drop off Service

- Technical Support and Hardware
  Repairs between semesters

Renew by August 25th for
2011 through 2012 Service

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Kingston, Rhode Island 02881

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