**LA CAMIO.NET USER CHARTER**

**La Camio.net, a mobile and free laptop repair service for UGA students !**

This university service is unique in France, let's work together to ensure it lasts !

Thanks to the Camio.net, save money while protecting the planet !

**What does the Camio.net offer to UGA students ?**

* A free diagnosis
* **Free repair labor**
* Free refurbished parts
* **New parts at cost price**
* A completely free repair for PCs loaned under the "Etuprêt ?" program.
* A replacement computer during the repair period

**Please note :** The repair provider may decline a repair if they deem it impossible, not durable, or potentially damaging to the computer. In that case, they must provide a justification to the DVE.

In Grenoble, the coverage of labor costs by the UGA is only valid if you get your computer repaired during a visit from the Camio.net. You may directly contact the provider (AFB) for a repair, but it will be at your own expense.

**Your commitments as a student :**

* + **I will backup my personal data** to be able to work during the repair period (or in case it cannot be recovered).
  + **I will respect the queue, and the date/hour of my appointment** if applicable (I will arrive 15min early, with my student ID card).
  + I will provide **an active email address** and check it regularly in order to respond to messages sent by the provider **within 5 days (otherwise, it will be assumed that I do not wish to proceed with the proposed repair).**
  + I will **take care of the computer** that is kindly loaned to me during the repair period and **will return it** after the repair is done (either during a visit from the Camio.net or directly at the provider’s premises).
  + For any technical question about the repair, I will **contact the repair provider** by email :

[reparations.grenoble@afb-group.eu](mailto:reparations.grenoble@afb-group.eu) for the Grenoble campus  
[ami@dynameco.net](mailto:ami@dynameco.net) for the Valence campus

[adminstratif@trira.com](mailto:adminstratif@trira.com) for the Vienne campus

* + I will **remain respectful and courteous** with the UGA’s services and its partners and I will **act in good faith** and be understanding regarding the confition of my computer and the proposed solution.
  + If I have multiple computers, I will have only **one repaired per academic year.**
  + For **any general question about the service** or **to cancel an apointment**, I will contact the University by email : [dve-camionet@univ-grenoble-alpes.fr](mailto:dve-camionet@univ-grenoble-alpes.fr)
  + I agree to the GDPR personal data protection charter.
  + I will learn about **digital sobriety** by viewing the exhibition set up at the Camio.net.