

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 for the Grenoble campus
ami@dynameco.net for the Valence campus
administratif@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 condition 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 appointment**, I will contact the University by email : 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.