

Laptop Loans: Terms and Conditions

- **Laptop Loans:** A laptop is issued on the understanding that it becomes the sole responsibility of the student until it is returned. You are responsible for the good use and maintenance of the laptop whilst in your possession and will be liable for any costs due to the loss of, or damage to the laptop.
- **Wi-Fi network:** You will need to connect to a Wi-Fi network before you can access the laptop. You must also have a valid Middlesex University User ID and password to log in to the laptop.
- **When borrowing a laptop** please check for any physical damage and when turning on, check for any screen damage and ensure the laptop is in good working order.
- **Report a damaged laptop immediately** to UniHelp Online <https://unihub.mdx.ac.uk/support/Unihelp>
- **Using a loan laptop:** you are strongly advised to save any work onto OneDrive or your own USB memory stick. Any work lost due to the laptop being faulty cannot be recovered. The University is not responsible for any data loss.
- **Software installation:** you are not permitted to install any additional software onto the loan laptop.
- **Windows and Systems updates:** Loan laptops are enabled to receive critical software and security updates every Monday, Wednesday and Friday between 3am and 6am.
- **Battery life** is expected to last around 3 hours, depending on usage
- **Please do not:** Affix anything to the top cover or marking the top cover, including stickers or any other personal notes, etc.
- **Fines and charges:** You will be charged at a rate of 50p per hour for any late return. Charges for the late return of a laptop cannot be waived unless there are extenuating circumstances. Proof of this will need to be provided before the charge is waived.
- **Overdue Laptops:** Middlesex University reserves the right to block any laptop that has not been returned due by the due date and time; you will incur a charge that will be automatically generated to your library account.
- **Payments:** to make your payment please visit: <https://www.onlinestore.mdx.ac.uk/product-catalogue/library-student-support>. Once payment has been made, please allow 24 hours for payments to be applied to your library account. Payments made at weekends will be processed on the next working day.
- **If a laptop is overdue by two weeks** it will be marked as lost. This will add the full replacement cost of the laptop (currently £698.00) to your account. This charge will stay on your library account until the laptop has been returned.
- **Damages:** The cost of repair due to damages would be added to your library account
- **Laptop Chargers:** You will be responsible for the replacement of any lost or damaged charger at a cost of £33.60.
- **Laptop Returns:** Please ensure you return you laptop to the correct cabinet and the corresponding bay number. Don't forget to reconnect the USB-C power supply and close the bay door.
- **Failure to return the laptop:** or if it is damaged whilst in your possession, means you will be charged for the repair or a replacement and the details of your debt may be passed on to University Finance (replacement cost - £698.00 plus debt collection agency recovery fees.