Loaner Laptop Policy
ITG maintains a small pool of loaner computers for students whose computer:

- must be returned to the manufacturer for repair (this does not include next day on-site repairs)
- has been stolen
- is not functioning during final exams

Proper documentation must be provided and can be (but not limited to) one of the following:

- police report (if stolen)
- documentation from the manufacturer
- completed shipping receipt

These loaner laptops are intended for emergency, short-term loans only. With only 13 laptops for 2500 students, the pool can be used in no other manner. If you are going to be without your computer for longer than the program's one-week loan period, these computers can be used to bridge the time between your initial need and when you can find a longer-term solution (buying, renting, or borrowing another computer).

Loaner Procedures
Students meeting one of the criteria mentioned in the general policy may visit the Student Technology Center with proper documentation to request a loaner. If the loaner request is approved the ITG Student Support specialist, will provide you with a copy of your incident ticket and a loaner request form. Please fill out the loaner request form and return it to the Student Technology Center. If a loaner is available, you will need to provide ITG with your student I.D. for security purposes. Once this is complete, the support specialist will set the laptop up with your account information. This will only take about few minutes.

The loan is for a maximum of seven calendar days unless the repairs will take longer. In such cases students must provide documentation to this effect from the manufacturer. Students should understand that even with such documentation ITG cannot guarantee an extension of the loan period as there may be other students waiting for a computer. Students needing an extension must re-apply with ITG for a loaner computer. The extension will be granted if there is a system available. Only one extension will be given.

Loaner computers must be returned by the specified due date so as not to keep other students waiting. ITG will attempt to contact any student who does not return the loaner in time. If we are unable to contact the student or the system is still not returned within the agreed upon time, your network account and access to support will be suspended. The student accepts full financial responsibility if the computer and/or any peripherals are missing or damaged upon their return. The replacement system will be:

- Identical to the lost computer (if available from the manufacturer); or
- A comparable computer from the same manufacturer.
Laptop Rentals

If your laptop does not meet the laptop minimum requirements, you will not be eligible to participate in our loaner laptop program. However, ITG has forged relationships with vendors who provide rental services to students who find themselves in dire need of a laptop right before exams.

RENTEX, provides laptop rentals on a daily, monthly or yearly basis. Same or next day nationwide delivery service is available.

If you would like to rent a laptop from RENTEX (www.rentex.com):

- Call 1-800-545-2313
- Ask for our sales representative, Rob Bullock
- Identify yourself as a Columbia Business School student