Data Backup Policy

We will not back up music or movies due to copyright restrictions!

Computer Sales and Service's mission is to provide the highest level of customer satisfaction possible. When you request data backup, we will make every attempt to save all of your valuable files. You should be aware that in some cases, mechanical failure of your hard drive makes data recovery impossible with the facilities we have available on campus. If your data is extremely important and valuable and we cannot recover it we will refer you to a data recovery company. You should be aware that data recovery services are quite expensive, usually in excess of $2,000.

If your hard drive is being replaced, or if it needs clean software, we will install the operating system that came with your system and all available updates. If you are a student and purchased your computer from us we will also reinstall all of the applications which came with your system. For other machines you will need to reinstall any applications that you had installed. This is not covered by the manufacturer's warranty.

We will try to be sure to back up all of your Office application files, pictures, and Favorites. If you save these to a location other than the Desktop or documents folder, be sure to be very specific about what you want backed up, and where these are located.

If you wish to save your music and movies we recommend purchasing an external hard drive and doing your own backup if this is possible.

We will restore your backup to your hard drive after we have installed new software. If you wish a copy of your backup, we can burn your data onto CD-R or DVD-R media for an additional fee, or will copy it onto your external hard drive.