Shipping Devices to LITS

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Shipping your device is a **last resort** and is only done when a College-provided device is suffering a **time-sensitive** issue and is agreed upon by a LITS technician. This article reviews when and how to do so, when necessary.

See also:

- Backing Up: Why, Where, and How
- UPS: Pack and Ship Electronics
- FedEx: How to ship a computer

Shipping a device should be **the last resort** -- always transport a device **in-person** when possible.

When to ship

Shipping your device to LITS should always be **a last resort**, it is always preferable to transport the device in-person. Never ship your device to LITS unless it is agreed upon with a Support Technician in a ticket. When determining whether to ship a device or not, consider:

- is the issue **time-sensitive**?
- when will you next be **on-campus**?
- can the issue be addressed **remotely**?

Packaging & Shipping

To ensure your device **isn't damaged or lost** in transit, consider the following:

- Pack the device so that it does not move within the box
- Wrap the device in multiple layers of bubble wrap or 1"-2" thick foam
- Purchase a tracking number and store it securely

When possible, use a carrier's **electronics-specific packaging**:

- UPS: Pack and Ship Electronics
- FedEx: How to ship a computer

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the Help Desk !

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