

Walter Sisulu (WSU) Student Printing Services Terms and Conditions

These Terms and Conditions ("Terms") govern the use of the student printing services ("Services") provided by Walter Sisulu University ("WSU" or "University"). By using the Services, students ("Users") agree to abide by these Terms.

- 2. Eligibility
- 2.1. The Services are available to all registered students of WSU.
- 2.2. Users must have a valid student number to access the Services.
- 3. Services Provided
- 3.1. The Services include access to printing, photocopying, and scanning facilities.
- 3.2. Services are available at designated locations within the University campus during operational hours.
- 4. User Responsibilities
- 4.1. Users must ensure that their student Card and/or printing pin is used only by them and not shared with others.
- 4.2. Users are responsible for ensuring that the content they print complies with WSU's policies and all applicable laws.
- 4.3. Users must handle all equipment with care and report any malfunctions or issues to the appropriate University staff.
- 5. Usage Limits and Restrictions
- 5.1. Users must load their own printing credits. The University does not allocate printing credits.

- 5.2. Printing is limited to academic-related materials. Non-academic printing is discouraged and may be subject to additional charges.
- 5.3. Users must not print any material that is illegal, obscene, or otherwise inappropriate.

6. Charges and Payments

- 6.1. Users are responsible for purchasing their printing credits via https://print.wsu.ac.za.
- 6.2. Prices for printing, photocopying, and scanning are subject to change and will be posted at the service locations and on the University website.

7. Refund Policy

- 7.1. Refunds for unused printing credits will be provided within 30 days.
- 7.2. In the event of technical issues resulting in failed print jobs, Users may request a credit adjustment by contacting the University IT support within 7 days of the incident.

8. Data Privacy

- 8.1. The University respects the privacy of Users and is committed to protecting personal information by applicable data protection laws.
- 8.2. Any personal data collected during the use of the Services will be used solely to provide and manage the Services.

9. Liability

- 9.1. The University is not liable for any loss or damage arising from the use of the Services, including but not limited to lost or corrupted data, unauthorized access, or interruptions in service.
- 9.2. Users are responsible for backing up their work and data.

10. Termination and Suspension of Services

10.1. The University reserves the right to suspend or terminate a User's access to the Services for any breach of these Terms or misuse of the Services.

10.2. Misuse includes, but is not limited to, vandalism, unauthorized use of another User's ID, and printing prohibited materials.

11. Amendments

- 11.1. The University reserves the right to amend these Terms at any time. Changes will be posted on the University website and at service locations.
- 11.2. Continued use of the Services after such changes constitutes acceptance of the new Terms.

12. Governing Law

These Terms are governed by and construed under the laws of the Republic of South Africa.

13. Contact Information

For any questions or concerns regarding these Terms or the Services, Users can contact the University IT support or visit the service desk at designated printing locations.

Contact Address:

Walter Sisulu University

Mthatha Campus, Nelson Mandela Drive

Mthatha, 5117

South Africa

By using the WSU student printing services, Users acknowledge that they have read, understood, and agree to be bound by these Terms and Conditions.