



# AppleCare Service Plan

## Accessing Service

AppleCare customers who think they have a hardware failure can contact 1-888-APL-VALU (888-275-8258) for technical support. Or they can contact any Apple Authorized Service Provider in the U.S. Customers will need to provide the AppleCare agreement number (on the AppleCare Certificate) and the product serial number. Certificates are mailed to customers four to six weeks after the AppleCare order or AppleCare enrollment card is received by Apple.

## For More Information

For more information, or to find out where to buy Apple products—through a reseller or from the Apple Store—visit [www.apple.com](http://www.apple.com) or call 1-800-538-9696.

For more information on AppleCare Service,

- Higher Education customers—visit [www.apple.com/education/hed/howtobuy/](http://www.apple.com/education/hed/howtobuy/)
- All customers—visit [www.apple.com/support/](http://www.apple.com/support/)

Apple stands behind its products with world-class service and support. Offering quality parts, extended hardware service options, phone support, and support via the Internet, we provide you with support choices that meet your needs. For more information, visit [www.apple.com/support](http://www.apple.com/support).

The AppleCare Service Plan is a hardware service program that extends or upgrades Apple's one-year limited warranty service. AppleCare service covers all repair costs due to defects in materials and workmanship—including replacement parts and labor charges.

AppleCare is a good choice for customers who want protection from unexpected repair costs and for businesses or institutions that want to control computer maintenance budgets.

Service is performed by Apple Service—certified technicians using genuine Apple parts. One- and two-year coverage options (for a total of two or three years of coverage including the warranty period) are available on all current Apple products.

The AppleCare Service Plan, like Apple's one-year warranty, covers carry-in repair at any Apple Authorized Service Provider nationwide. On-site or express mail-in service may be available for selected products at no additional charge.\* The availability of on-site or express mail-in service will be determined at the time a repair is needed.

## Ordering Options

The AppleCare Service Plan can be purchased in three convenient ways:

- AppleCare Enrollment Kits are available from Apple resellers or from Apple directly through its education purchase programs and through the Apple Store online. Enrollment Kits should be purchased at the same time as the hardware.
- The AppleCare Service Plan is available through Apple Authorized Service Providers. Call 1-800-538-9696 or use the Internet-based Apple Dealer Locator at [www.apple.com](http://www.apple.com) to locate a service provider near you.
- You can order through AppleCare Direct Sales at 1-800-247-5545.

\*Eligibility of particular products for on-site or express mail-in service is at Apple's discretion, subject to conditions, and subject to change. AppleCare Service Plan is subject to certain exclusions and limitations. Please review the AppleCare Terms and Conditions before purchasing. Apple reserves the right to discontinue sales of AppleCare Service Plan and to modify the program at any time without notice. AppleCare Service Plan is not available to consumers in the state of Florida or where prohibited by law.

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