



AppleCare Extended Service FAQ

Q. What is AppleCare Extended Service

A. AppleCare Extended Service is a service plan that upgrades and/or extends your product's warranty service coverage.

Q. What are the coverage options?

A. For most products you have two choices: Two years or one year of additional coverage.

Q. How do I get repair service?

A. It's easy! Just call Apple's toll free number listed on your AppleCare Extended Service certificate or contact one of over 1,700 Apple-authorized service locations nationwide.

Q. What type of service will I get?

A. The type of service you receive will depend on the product or component needing repair, whom you contact for service, and your location.

- Carry-in service: You can take your product to any one of over 1,700 authorized service locations nationwide.
- On-site service: Many products qualify. An Apple-certified technician will come to your home or office to make repairs, or a replacement component will be shipped to you.
- Express mail-in service: Primarily for portable products. An air carrier will be dispatched to your location to pick up your product. Repairs will be performed at an Apple-authorized service center, and your product will be express-shipped back to you.

Q. Where is service available?

A. Under the AppleCare Extended Service Plan, service is available anywhere in the United States.

Q. What is covered?

A. AppleCare Extended Service covers parts and labor for hardware repairs required due to defects in materials and workmanship. The repair (or replacement) will be performed by Apple service-certified technicians, using genuine Apple parts.

Q. What is not covered?

A. AppleCare Extended Service is a hardware service plan. It does not cover software support or support assistance not related to a hardware failure. In addition, there are other things AppleCare Extended Service doesn't cover, such as routine maintenance service or failures due to abuse. See the AppleCare Extended Service Plan Terms and Conditions for more information.



FAQ

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Q. What if I sell my product before the AppleCare Extended Service plan has expired?

AppleCare Extended Service coverage is completely transferable to a new owner. See the AppleCare Extended Service Plan Terms and Conditions for more information.

Q. How can I purchase AppleCare Extended Service?

AppleCare Extended Service can be purchased from Apple by calling 888-APL-VALU (1-888-275-8258) or any Apple authorized reseller. To locate an Apple authorized reseller nearest you call 800-538-9696.

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