



Education Extended Service Program for K–12

Ordering Information

All Education Extended Service Options are available through the Apple Store for Education as an “add-on” to a product purchase. In addition, selected options are available as hardware/service bundles on the K–12 institution price list and the Apple Store for Education. Institutions should consult their Apple sales agent, the Apple Store, or the K–12 price list for price and availability.

Accessing Service

K–12 customers can call 1-800-800-APPL for technical support and hardware troubleshooting. Like warranty service, Extended Service is available from Apple directly and from all Apple Authorized Service Providers in the U.S.

The Education Extended Service Program is subject to certain exclusions and limitations. Please review the Terms and Conditions before purchasing. Apple reserves the right to discontinue sales of Education Extended Service Options and to modify the program at any time without notice.

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 or call 1-800-538-9696.

For more information on the Education Extended Service Program—visit www.apple.com/education/k12/products/

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.

The Education Extended Service Program is a hardware service plan for K–12 institutions that extends or upgrades Apple’s one-year limited warranty service. It covers all repair costs due to defects in materials and workmanship. Education Extended Service is a good choice for institutions that require additional years of warranty service coverage for their technology purchases.

Education Extended Service Options

Products/ Standard Service	Warranty On-site Upgrade	Two-year Extension (parts only)	Two-year Extension (parts and labor)	Four-year Extension (two years parts and labor; two years parts)	Four-year Extension (parts and labor)
iMac Carry-in	X	X	X (on-site upgrade)		
Power Macintosh G3 series On-site ¹			X	X	
Macintosh PowerBook G3 series Express Mail-in ²			X	X	
Macintosh Server G3 series On-site ¹			X	X	
Apple Displays Varied ³			X		X

Apple’s warranty and extended service terms and conditions cover carry-in repair at any Apple Authorized Service Provider. In addition, Apple currently provides the following services:

¹ On-site repair for selected products within a 50-mile radius of a participating service provider. Apple’s current practice is to authorize on-site service for Power Macintosh G3 computers and Macintosh Server G3 systems. In addition, Apple’s current practice is to provide on-site service to many K–12 schools outside the 50-mile radius. Eligibility of particular products for on-site service is at Apple’s discretion, subject to conditions, and subject to change.

² Express-mail service for selected products. Apple’s current practice is to provide express mail-in service on most PowerBook computers. Eligibility of particular products for express-mail service is at Apple’s discretion, subject to conditions, and subject to change.

³ At its discretion, Apple may provide advance exchange or express mail-in service for displays.

Apple Computer, Inc.

1 Infinite Loop
Cupertino, CA 95014
(408) 996-1010
www.apple.com

© 1999 Apple Computer, Inc. All rights reserved. Apple, the Apple logo, Macintosh, PowerBook, and Power Macintosh are trademarks of Apple Computer, Inc., registered in the U.S. and other countries. The Apple Store and iMac are trademarks of Apple Computer, Inc. Product specifications are subject to change without notice.

January 1999 L03612A