

AppleCare Service



Apple Inc.
1 Infinite Loop, Cupertino, CA 95014
BEAR License Number: E78234
US Tel: 1-800-275-2273

Dear Apple Customer,

Thank you for choosing AppleCare Service. Enclosed you will find a replacement Apple product*.

If service is covered by Apple either under Apple's warranty or the AppleCare Protection Plan for your Apple product, the replacement Apple product is provided at no charge. If service is not covered by Apple, your credit card will be charged the amount described at the time of order confirmation.

It is important to return your defective Apple product to Apple in the return envelope/box as soon as you receive your replacement Apple product.

If you do not arrange collection of the return envelope/box within 10 business days of the date on which you receive this letter, Apple will have the right to charge your credit card a non-return fee in the amount described at the time of order confirmation, as you agreed when you requested a repair from AppleCare Service.

Please follow the packing and mailing steps below to return your defective Apple product to Apple.

1. Remove the replacement Apple product and place your defective Apple product into the return envelope/box.
2. Remove the top copy of the shipping label affixed to the envelope/box. The top label is your receipt – save this for your records. The bottom copy of the label is a pre- printed return label to Apple. Apple recommends copying the tracking number on the return label for your records.
3. Reseal the envelope/box.
4. Drop off the sealed return envelope/box at the nearest DHL (formerly Airborne Express) office, or call (1-800-225-5345) to arrange for pickup. It is your responsibility to ensure that the return envelope/box is received by the courier in a proper shipping condition. Apple and its agents cannot be held responsible for loss of or damage to a package during shipment if this is caused by your failure to follow Apple's or the courier's instructions, including proper sealing of the envelope/box.

* The items identified above have been exchanged by Apple for new or refurbished parts or products. Any applicable cost is indicated adjacent to the part(s) or product description or in a separate invoice. Pursuant to the terms of Apple's warranty, an AppleCare extended service agreement, and Repair Terms and Conditions, service parts that are exchanged are not returned to the customer.

NOTE: Do not leave the package in a DHL drop box. Apple is not responsible for any loss resulting from packages left in a DHL drop box.

The replacement Apple product is warranted to be free from defects for 90 days from the date of service or for the remaining period of your product's coverage, whichever is longer.

Important information on your service is provided at Apple's online support site: <http://www.apple.com/support/> (select your country from the 'Visit other Apple support sites' menu). Click on "Check Repair Status" and follow the instructions. You may want to print or download a copy of the information as part of your service record.

To ensure that your iPod software is current, download the latest iTunes software from Apple's 'iPod + iTunes' website: <http://www.apple.com/ipod/start>.

Sincerely,

AppleCare Service

Notice to California Consumers:

1. An estimate as required (section 9844 of the California Business and Professions Code) for repairs shall be given to the customer by the service dealer in writing, and the service dealer may not charge for work done or parts supplied in excess of the estimate without prior consent of the customer. Where provided in writing, the service dealer may charge a reasonable fee for services provided in determining the nature of the malfunction in preparation of a written estimate for repair. For information, contact the Bureau of Electronic and Appliance Repair, Department of Consumer Affairs, Sacramento, CA 95814.

2. A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been repaired. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been repaired, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.