

WARRANTY REPAIR & SUPPORT INFORMATION FOR Singapore/Nanyang/Temasek Poly & ITE Notebook tender 09/10

For Support

If you are experiencing problems with your covered product, you may contact :

- ☛ Telephone Technical Support hotline: 6250-5513
Monday to Sunday: 9am to 5pm (exclude Public Holidays)
- ☛ Email: eduservice.sg@sapuraglobal.com

Coverage

A three-year support for Apple's hardware (3 yrs on-site warranty incl of parts & labour, 1 yr for battery), Mac operating system & iLife. The technical representative will diagnose the problem and may walk you through testing and recovery steps as necessary.

For Service

If the technical phone representative determines that your product needs repair, service options will be provided. The following options apply under the Warranty Plan:

- ☛ **On-site service**
Next Business Day On-site at customer's residence response.
- ☛ **Walk-in service** for the covered equipment to:
 - 1) SapuraService @ Toa Payoh
Blk 970 Toa Payoh North, #01-01, Singapore 318992
Operating hours: Mon to Fri (9am to 5.30pm) & Sat (9am to 1pm).
Closed on Sunday & Public Holiday
 - 2) SapuraService @ DigitalLife Mall (Funan) – drop off point
109 North Bridge Road
#05-44 Funan DigitalLife Mall
Singapore 179097
Operating hours: 11am to 8pm (Mon to Sat), 12pm to 7pm (Sun & Public Holidays)

Loaner Unit

A temporary loaner unit will be provided if problem cannot be resolved by the next working day (excluding Saturdays, Sundays and Public Holidays) and this service is not applicable if covered equipment is sent to *SapuraService @ DigitalLife Mall*. The maximum resolution duration shall not exceed 5 business days. Replacement unit shall be offered if covered equipment has been accumulatively retain for more than 20 business days for warranty-related services.

IMPORTANT NOTE: A copy of invoice must always be accompanied with your equipment for servicing.

Limitations

Warranty does not cover:

- ☛ Installation, removal or disposal of the Covered Equipment, or installation, removal, repair, or maintenance of non-Covered Equipment (including accessories, attachments, or other devices such as external modems) or electrical service external to the Covered Equipment;
- ☛ Damage to the Covered Equipment caused by accident, abuse, neglect, misuse (including faulty installation, repair, or maintenance by anyone other than Apple or an Apple Authorized Service Provider), unauthorized modification, extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes;
- ☛ Covered Equipment with a serial number that has been altered, defaced or removed;
- ☛ Problems caused by a device that is not the Covered Equipment, including equipment that is not Apple-branded, whether or not purchased at the same time as the Covered Equipment;
- ☛ Service necessary to comply with the regulations of any government body or agency arising after the date of this Plan;
- ☛ The provision of replacement equipment during the period when the Covered Equipment is being repaired;
- ☛ Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to Apple in its entirety;
- ☛ Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports, that does not otherwise affect its functionality or materially impair your use;
- ☛ Consumable parts, such as batteries, unless failure has occurred due to a defect in materials and workmanship;
- ☛ Preventative maintenance on the Covered Equipment; or
- ☛ Damage to, or loss of any software or data residing or recorded in the Covered Equipment. When providing repair or replacement service, Apple will use reasonable efforts to reinstall the Covered Equipment's original software configuration and subsequent update releases, but will not provide any recovery or transfer of software or data contained on the serviced unit not originally included in the Covered Equipment.

More details: http://images.apple.com/legal/applecare/docs/AppleCare_Protect_Plan_Asia_en.pdf