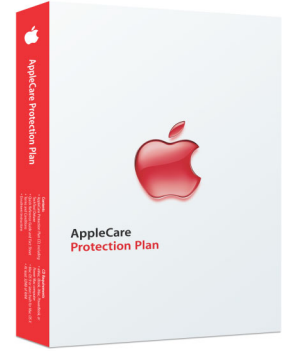




# AppleCare Protection Plan

Long-term peace of mind.



## Features

### Comprehensive service and support

- Extends telephone support from 90 days to three years
- Adds two years of hardware repair coverage to the one-year limited warranty, including:
  - Onsite service for desktop computers<sup>1</sup>
  - Global repair coverage for portable computers
- Provides dedicated access to web-based support resources<sup>2</sup>
- Includes powerful diagnostic tools (TechTool Deluxe from Micromat)

### Assistance with the complete Apple solution

- Apple hardware products<sup>3</sup>
  - An Apple computer
  - An Apple mouse and keyboard when included with a covered computer
  - An Apple display when purchased and enrolled with a covered Power Mac or PowerBook computer
  - An AirPort Card, AirPort Base Station, and Apple RAM when used with a Mac covered by the AppleCare Protection Plan
- The Mac OS
- Many Apple-branded consumer applications, including:
  - iCal
  - iDVD
  - iMovie
  - iPhoto
  - iTunes
  - AppleWorks
  - QuickTime

### Quality and convenience backed by Apple

- Offers award-winning Apple technical support through an easy-to-remember toll-free telephone number<sup>4</sup>
- Ensures that Apple-certified technicians will perform repairs using genuine Apple parts<sup>5</sup>
- Allows for quick and easy enrollment

The AppleCare Protection Plan is a uniquely integrated service and support solution that extends the complimentary coverage on your Mac to three years. This comprehensive plan includes expert telephone assistance, onsite repairs for desktop computers,<sup>1</sup> global repair coverage for portable computers, web-based support resources, and powerful diagnostic tools—all for one economical price. We recommend that you purchase the AppleCare Protection Plan when you purchase your Apple system to take maximum advantage of the coverage the plan provides.

### Three years of security

Every Mac comes with 90 days of telephone support and one year of service coverage at an Apple-authorized repair center. By purchasing the AppleCare Protection Plan with your Mac, you can extend your coverage to three years from the computer's purchase date.

### Comprehensive coverage

The AppleCare Protection Plan covers your Mac, as well as an AirPort Card, an AirPort Base Station, and Apple RAM purchased for your Mac. Power Mac and PowerBook customers may also enroll one Apple display for coverage, provided that the Mac and the display are purchased together.

### One number to call for help

Get direct telephone access<sup>4</sup> to Apple's own technical support group, the people who know your system best. Because Apple creates the computer, the operating system, and many built-in applications, the Mac is a truly integrated system. Just one phone call can help resolve most issues with your Mac because AppleCare representatives can help troubleshoot Apple hardware, the Mac operating system, and many Apple consumer applications, including iCal, iDVD, iMovie, iPhoto, iTunes, AppleWorks, and QuickTime.

### Convenient repair options

The AppleCare Protection Plan ensures that Apple-certified technicians will perform repairs using genuine Apple parts.<sup>5</sup> With this plan, parts and labor will be covered for three years from the date of purchase of your Apple computer, two years beyond the one-year limited warranty. The plan includes onsite service for desktop computers and global repair coverage for portables, which can be very important if you travel abroad.



## Fact Sheet

### AppleCare Protection Plan

### Coverage Information

The AppleCare Protection Plan is subject to terms and conditions, which are provided on the AppleCare Protection Plan website at [www.apple.com/support/products/proplan.html](http://www.apple.com/support/products/proplan.html) in the United States or [www.apple.com/ca/support](http://www.apple.com/ca/support) in Canada.

- To qualify for the AppleCare Protection Plan, your product must be within its one-year Apple hardware warranty.
- A separate AppleCare Protection Plan must be purchased for each Apple system to be covered.
- Coverage for an Apple display is provided for Power Mac and PowerBook customers if the display is purchased at the same time and enrolled with a covered Power Mac or PowerBook computer.
- Global repair coverage is included for all portable computers.
- Onsite service for desktop computers is available within a 50-mile (80-kilometer) radius of an Apple authorized onsite service provider in the country where the plan is purchased and enrolled.
- The AppleCare Protection Plan covers an Apple keyboard and mouse when they are purchased or included with a covered product. An AirPort Base Station, an AirPort Card, and Apple RAM are included in the coverage of the computer with which they are used.

### Ordering Information

- Call 1-800-823-2775 in the United States and Canada.
- Visit [www.apple.com/support/products](http://www.apple.com/support/products) in the United States or [www.apple.com/ca/support/products](http://www.apple.com/ca/support/products) in Canada.
- Educators can purchase the AppleCare Protection Plan by ordering directly from the Apple hardware price list, visiting the Apple Store at [www.apple.com/store](http://www.apple.com/store) in the United States or [www.apple.com/canadastore](http://www.apple.com/canadastore) in Canada, or calling 1-800-800-APPL (1-800-800-2775) in the United States or Canada.

Note: The AppleCare Protection Plan cannot be sold to consumers residing in Florida. "Consumers" are persons who do not use their computers to generate income.

Covered Apple products	AppleCare Protection Plan order number
eMac and iMac	M8851LL/A
Power Mac (includes coverage for an Apple display)	M8850LL/A
iBook	M8852LL/A
PowerBook (includes coverage for an Apple display)	M8853LL/A

- 1 Onsite service is not available in all locations.
- 2 Access to web-based resources requires the use of a compatible Internet service provider; fees may apply.
- 3 Xserve is not supported under the AppleCare Protection Plan.
- 4 Local telephone fees may apply. Telephone numbers and hours of operation may vary and are subject to change.
- 5 Repair service may include onsite, carry-in, and express courier service; specific availability of each option depends on product type and location of Apple Authorized Service Provider.

### For More Information

For more information about Apple support options, please visit [www.apple.com/support](http://www.apple.com/support) in the United States or [www.apple.com/ca/support](http://www.apple.com/ca/support) in Canada, or call 1-800-APL-CARE (1-800-275-2273) in the United States or 1-800-263-3394 in Canada.