



# AppleCare Protection Plan FAQ

## **Q. What is the AppleCare Protection Plan?**

**A.** The AppleCare Protection Plan is a comprehensive service and support offering from Apple that gives you

- Access to online resources for AppleCare Protection Plan customers
- A powerful diagnostic CD, TechTool Deluxe from Micromat
- A total of three years of direct telephone access to Apple technical experts (including the 90 days provided with your system purchase)
- A total of three years of Apple-certified repairs, both parts and labor (two years beyond the one-year limited warranty included with your system purchase)

## **Q. What is covered?**

**A.** The AppleCare Protection Plan covers iMac, iBook, PowerBook, Power Mac G3 and G4 (including Power Mac G4 Cube), and Macintosh Server G3 and G4 computers; Apple displays purchased at the same time and location with a compatible Power Mac G3 or G4 or Macintosh Server G3 or G4 system; each computer's operating system software; and the computer's Apple-branded components. In addition, an AirPort Base Station and AirPort Card are included in the coverage of the system with which they are used.

The plan offers support by telephone and the Internet. This support covers installation, configuration, troubleshooting, and recovery, including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware repairs are required.

The plan also covers parts and labor for hardware repairs required due to defects in materials and workmanship. Repairs and replacements will be performed by certified Apple technicians using genuine Apple parts.

See the AppleCare Protection Plan terms and conditions for more information. You can view this document at [www.apple.com/support/products/proplan.html](http://www.apple.com/support/products/proplan.html).

## **Q. What is included in the telephone and Internet support?**

**A.** The AppleCare Protection Plan gives you direct access to Apple's own Technical Support group—the people who know your Macintosh system best. They'll walk you through most difficulties when you first call, and stay with you to the resolution of your problem. The plan covers telephone support for a total of three years from the date you purchased your Apple system (including the 90 days provided with your system purchase) and includes assistance with troubleshooting both its hardware and operating system.

The plan also includes access to the AppleCare Protection Plan website, which has loads of information to keep your Macintosh working great. Also, you can sign up for Apple's special email lists without charge and Apple will notify you of specific issues that may affect your system.



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#### **Q. What type of hardware service will I get?**

**A.** The type of service you receive will depend on the product or component needing repair, and in some cases also on your location. If it is determined that you need repair service, your Apple technical expert will work with you to find the best service repair option. The options may include one or more of the following:

- Carry-in service. You can take your product to any Apple Authorized Service Provider.
- Onsite service. Desktop models may be eligible (with exceptions in some geographic areas) for onsite service. If your product qualifies for onsite service, a certified Apple technician will come to your home or office to make repairs, or a replacement component may be shipped for you to install.
- Express-courier service. This option, when available, is primarily for portable products. If your product qualifies for express-courier service, an air carrier representative 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. How do I get repair service?**

**A.** If you think you might need repair service, simply call the toll-free phone number provided in the AppleCare Protection Plan package.

#### **Q. What is not covered?**

**A.** The AppleCare Protection Plan is an Apple hardware and operating system service and support plan. It does not cover routine maintenance service or failures due to abuse. The plan does not cover third-party products not included in your system at the time of purchase. See the AppleCare Protection Plan terms and conditions for more information. You can view this document at [www.apple.com/support/products/proplan.html](http://www.apple.com/support/products/proplan.html).

AppleCare Protection Plan coverage for an Apple display is available only when a compatible Power Mac G3 or G4 computer or Macintosh Server G3 or G4 is purchased at the same time and location.

#### **Q. Who can buy the AppleCare Protection Plan?**

**A.** The AppleCare Protection Plan is available to businesses, educational institutions, and consumers in the United States and Canada with the exception of Florida, where consumers (persons who do not use their computer to generate income) cannot purchase the AppleCare Protection Plan.

#### **Q. How much does the AppleCare Protection Plan cost?**

**A.** The price depends on which system you want to cover.\*

Product	US\$	CDN\$
iMac	\$149	\$149
iBook	\$249	\$259
PowerBook	\$349	\$389
Power Mac G3 or G4 or Macintosh Server G3 or G4 (includes an Apple display when purchased at the same time as the computer)	\$249	\$249

\*Manufacturer's suggested retail prices. Tax not included. Restrictions apply. Prices subject to change without notice.



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**Q. What if I sell my product before the AppleCare Protection Plan has expired?**

**A.** AppleCare Protection Plan coverage is completely transferable to a new owner. See the AppleCare Protection Plan terms and conditions for more information.

**Q. How can I purchase the AppleCare Protection Plan?**

**A.** You can purchase the AppleCare Protection Plan by calling 888-APL-VALU (888-275-8258) in the U.S. or 800-263-3394 in Canada, visiting an Apple Authorized Reseller, or visiting the online 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. To find a reseller in your area, call 800-538-9696 or visit [www.buy.apple.com](http://www.buy.apple.com) in the United States; call 800-665-2775 or visit [www.buy.apple.com/enlocator.html](http://www.buy.apple.com/enlocator.html) in Canada.