

AppleCare Protection Plan

AppleCare Protection Plan for iPod

AppleCare Protection Plan for Apple Display

AppleCare Protection Plan for Apple TV

Terms and Conditions

As the Contract Holder identified above, your AppleCare Protection Plan ("APP"), AppleCare Protection Plan for iPod ("APP for iPod") AppleCare Protection Plan for Apple Display ("APP for Apple Display") or AppleCare Protection Plan for Apple TV ("APP for Apple TV"), (each referred to herein as the "Plan") is governed by these Terms and Conditions and constitutes your service contract with the Apple entity described in section 8 below ("Apple"). Subject to these Terms and Conditions, your Plan (i) covers defects for the Apple-branded product(s) listed in your Plan's Certificate or Proof of Coverage document ("Plan Confirmation") and the accessories that are contained in the product(s) original packaging ("Covered Equipment"), and (ii) provides you with access to telephone support and web-based support resources for the Covered Equipment. To obtain the Plan Confirmation you must register your Plan's unique agreement or registration number ("Plan Agreement Number") as described in the instructions included in the Plan's packaging. Customers choosing the Auto-Registration option, where available, will automatically receive their Plan Confirmation. The duration of the Plan ("Coverage Period") is for the period ending on the date specified in your Plan Confirmation. The price of the Plan is listed on the Plan's original sales receipt.

1. Repair Coverage

a. Scope of Coverage. Your coverage for defects begins on the date your Covered Equipment's Apple hardware warranty expires and terminates at the end of the Coverage Period ("Repair Coverage Period"). Apple will provide both parts and labor, but reserves the right to request that you replace certain readily installable parts yourself, as described below. Apple may provide replacement product or parts that are manufactured from new, refurbished, or serviceable used parts. The replacement product or parts will be functionally equivalent to the replaced products or parts and will assume the remaining coverage under the Plan. The products or parts that are replaced become Apple's property. Apple strongly advises you to record as a back up, data and software residing or recorded in the Covered Equipment, before having the Covered Equipment available for repair or replacement services. The scope of support provided to you will vary according to the Plan you purchased, as follows.

(i) Under APP, Apple covers the Covered Equipment and one Apple branded display if purchased at the same time and registered with a covered Mac mini, Mac Pro or MacBook Pro, computer. An Apple-branded mouse and keyboard are also covered under APP if included with the Covered Equipment (or purchased with a Mac mini). An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, Time Capsule, an Apple-branded DVI to ADC display adapter, Apple RAM modules and MacBook Air SuperDrive are also covered under APP if owned by you and used with the Covered Equipment. If during the Repair Coverage Period there is a defect in the materials or workmanship of the Covered Equipment or the other covered items described above, Apple will at its option, repair or replace the affected item.

(ii) Under APP for iPod, Apple will, at its option, repair or replace the affected Covered Equipment, if (A) during the Repair Coverage Period there is a defect in the Covered Equipment's materials or workmanship or, (B) during the Coverage Period, the capacity of the covered iPod battery to hold an electrical charge has depleted fifty (50%) percent or more from its original specification, after being fully charged and the covered iPod playing music with all settings reset.

(iii) Under APP for Apple Display or APP for Apple TV, Apple will, at its option, repair or replace the affected Covered Equipment, if during the Repair Coverage Period there is a defect in the Covered Equipment's materials or workmanship.

b. Limitations The Plan does not cover:

- (i) 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;
- (ii) 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;
- (iii) Covered Equipment with a serial number that has been altered, defaced or removed;
- (iv) 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;
- (v) Service necessary to comply with the regulations of any government body or agency arising after the date of this Plan;
- (vi) The provision of replacement equipment during the period when the Covered Equipment is being repaired;
- (vii) Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to Apple in its entirety;
- (viii) Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports;
- (ix) Consumable parts, such as batteries, except in respect of battery coverage under APP for iPod or unless failure has occurred due to a defect in materials and workmanship;
- (x) Preventative maintenance on the Covered Equipment; or
- (xi) 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.

c. Service Options. Apple may provide service through one or more of the following options:

(i) Carry-in service is available for most Covered Equipment products in select countries. Return the Covered Equipment requiring service to an Apple-owned retail store or an Apple Authorized Service Provider location offering carry-in service. Service will be performed at the location, or the store or service provider may send the Covered Equipment to an Apple repair service location to be repaired. Once you are notified that service is complete, you will promptly retrieve the Covered Equipment.

(ii) Onsite service is available for certain desktop computers in select countries if the location of the Covered Equipment is within 50 miles (80 kilometers) radius of an Apple Authorized Onsite Service Provider located in the country where the Covered Equipment is purchased or the Plan registered. Apple will dispatch a service technician to the location of the Covered Equipment. Service will be performed at the location, or the service technician will transport the Covered Equipment to an Apple Authorized Service Provider or Apple repair service location for repair. If the Covered Equipment is repaired at an Apple Authorized Service Provider or Apple repair service location, Apple will arrange for transportation of the Covered Equipment to your location following service.

(iii) Direct mail-in service is available in select countries for Covered Equipment products. If Apple determines that your Covered Equipment is eligible for mail-in service, Apple will send you prepaid way bills (and if you no longer have the original packaging, Apple may send you packaging material) and you will ship the Covered Equipment to Apple's repair service location in accordance with its instructions. Once service is complete, the Apple repair service location will return the Covered Equipment to you. Apple will pay for shipping to and from your location if all instructions are followed.

Apple reserves the right to change the method by which Apple may provide repair or replacement service to you, and your Covered Equipment's eligibility to receive a particular method of service, including but not limited to onsite service at any time. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Apple may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

d. Obtaining Repair or Replacement Service

To obtain service under this Plan, access the Apple website or call the toll-free telephone number listed in the AppleCare Quick Reference Guide ("Guide"). The Guide is included with your Plan's packaging. Telephone numbers may vary according to your location. When accessing the website, follow the instructions for requesting repair service provided by Apple. If calling, an Apple technical support representative will answer, request your Plan Agreement Number, advise you and determine what service is necessary for the Covered Equipment. All service is subject to Apple's prior approval. Location of service may vary due to your location. Keep your Plan Confirmation document and the original sales receipt for your Covered Equipment and your Plan. Proof of purchase may be required if there is any question as to your product's eligibility for Plan coverage.

2. Technical Support

a. Telephone and Web Support. Your eligibility for technical support begins on the date your Covered Equipment's complimentary technical support expires or the date your Coverage Period begins, whichever is later, and terminates at the end of the Coverage Period ("Technical Coverage Period"). During the Technical Coverage Period Apple will provide you with access to telephone technical support and web-based technical support resources. Technical support may include assistance with installation, launch, configuration, troubleshooting, and recovery (except for data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware repairs are required. The scope of technical support provided to you will vary according to the Plan you purchased, as follows.

(i) Under APP, Apple will provide technical support for the Covered Equipment, Apple's operating system software ("Mac OS") and Apple-branded consumer applications pre-installed with the Covered Equipment ("Consumer Software"). Apple will provide support for the then-current version of the Mac OS and Consumer Software, and the prior Major Release, but reserves the right to change the support it provides on any previous versions at any time. For purposes of this section, "Major Release" means a significant version of software that is commercially released by Apple in a release number format such as "1.0" or "2.0" and which is not in beta or pre-release form.

(ii) Under APP for iPod, Apple will provide technical support for the Covered Equipment, software applications that are pre-installed with the Covered Equipment ("iPod Software") and connectivity issues between the Covered Equipment and a supported computer, meaning a computer that meets the Covered Equipment's connectivity specifications and runs an operating system that is supported by the Covered Equipment. Apple will provide support for the then-current version of the iPod Software and the prior supported Major Release, but reserves the right to change the support it provides on any previous versions at any time.

(iii) Under APP for Apple Display, Apple will provide technical support for the Covered Equipment and connectivity issues between the Covered Equipment and a supported computer, meaning a computer that meets the Covered Equipment's connectivity specifications and runs an operating system that is supported by the Covered Equipment. Apple will provide support for the then-current version of the operating system that it provides connectivity

assistance for under APP for Apple Display, and the prior supported Major Release, but reserves the right to change the support it provides on any previous versions at any time.

(iv) Under APP for Apple TV, Apple will provide technical support for the Covered Equipment, software applications that are pre-installed with the Covered Equipment (“Apple TV Software”) and connectivity issues between the Covered Equipment, a supported computer and a supported television. Apple will provide support for the then-current version of the Apple TV Software and the prior supported Major Release, but reserves the right to change the support it provides on any previous versions at any time. For purposes of this section, a “supported computer” means a computer that meets the Covered Equipment’s connectivity specifications and runs an operating system that is supported by the Covered Equipment, and a “supported television” means a television that meets the Covered Equipment’s connectivity specifications.

b. Limitations. The Plan does not cover:

- (i) Your use of the Mac OS and Consumer Software as server-based applications;
- (ii) Issues that could be resolved by upgrading your software to the then current version;
- (iii) Your use of or modification to the Covered Equipment, the Mac OS, iPod Software Apple TV Software or Consumer Software in a manner for which the Covered Equipment or software is not intended to be used or modified;
- (iv) Third-party products or their effects on or interactions with the Covered Equipment, the Mac OS, iPod Software Apple TV Software or Consumer Software;
- (v) Your use of a computer or operating system under APP for iPod that is unrelated to iPod Software or connectivity issues with the Covered Equipment;
- (vi) Your use of a computer or operating system under APP for Apple Display that is unrelated to connectivity issues with the Covered Equipment;
- (vii) Your use of a computer or operating system under APP for Apple TV that is unrelated to Apple TV Software or connectivity issues with the Covered Equipment;(viii) Apple software other than the Mac OS, iPod Software, Apple TV Software or Consumer Software as covered under the applicable Plan;
- (ix) Mac OS software for servers;
- (x) Mac OS software or any Apple-branded software designated as “beta”, “prerelease,” or “preview” or similarly labeled software;
- (xi) Third-party web browsers, email applications, and Internet service provider software, or the Mac OS configurations necessary for their use, or
- (xii) Damage to, or loss of any software or data residing or recorded in the Covered Equipment.

c. Obtaining Technical Support

You may obtain technical support by calling the telephone numbers listed in the Guide. The Apple technical support representative will provide you technical support. Apple’s hours of service are described in the Guide. Apple reserves the right to change its hours of technical service and telephone numbers at any time. Web-based support resources are offered to you at the Apple website [listed](#) in the Guide.

3. Your Responsibilities

To receive service under the Plan, you agree to comply with the following:

- a. Provide your Plan Agreement Number and serial number of the Covered Equipment;
- b. Provide information about the symptoms and causes of the problems with the Covered Equipment;
- c. Follow instructions Apple gives you, including but not limited to refraining from sending Apple products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with shipping instructions; and
- d. Update software to currently published releases prior to seeking service.

4. Limitation of Liability

To the extent permitted by applicable law, Apple and its employees and agents will under no circumstances be liable to you or any subsequent owner for any indirect or consequential damages, including but not limited to costs of recovering, reprogramming, or reproducing any program or data or the failure to maintain the confidentiality of data, any loss of business, profits, revenue or anticipated savings, resulting from Apple's obligations under this Plan. To the maximum extent permitted by applicable law, the limit of Apple and its employees and agent's liability to you and any subsequent owner arising under the Plan shall not exceed the original price paid for the Plan. Apple specifically does not warrant that it will be able to (i) repair or replace Covered Equipment without risk to or loss of programs or data, or (ii) maintain the confidentiality of data.

For consumers in jurisdictions who have the benefit of consumer protection laws or regulations the benefits conferred by this Plan are in addition to all rights and remedies provided under such laws and regulations. To the extent that liability under such laws and regulations may be limited, Apple's liability is limited, at its sole option, to replacement or repair of the Covered Equipment or supply of the service.

5. Cancellation

You may cancel this Plan at any time for any reason. If you purchased the Plan in one of the countries listed in section 8 below, you may cancel the Plan by following the instructions listed for your country of purchase. Unless applicable local law provides otherwise, Apple may cancel this Plan (i) upon no less than fifteen (15) days written notice to you if service parts for the Covered Equipment become unavailable, provided no claims under the Plan remain unresolved, or (ii) immediately upon written notice to you if you commit a fraud or provide fraudulent representation which is material to the issuance of the Plan, or Apple acting in good faith having known the true facts would not have issued a Plan to you. If Apple cancels this Plan, you will receive a pro-rata refund for the Plan's unexpired term, subject to the requirements for receiving a full refund described in Section 8 below.

6. Transfer of Plan

You may transfer this Plan to a new owner of the Covered Equipment If you purchased the Plan in any of the countries listed in section 8 below, then send the notice of transfer to the address indicated. You must provide the Plan Agreement Number, the serial numbers of the Covered Equipment being transferred, proof of purchase of the Plan, and the name, address, telephone number and email address of the new owner.

7. General Terms

- a. Apple may subcontract or assign performance of its obligations under the Plan to third parties but shall not be relieved of its obligations to you in doing so.
- b. Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside Apple's reasonable control.
- c. You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- d. Telephone and web based support resources under this Plan will be provided in English, Spanish and Portuguese only based on your country of residence.
- e. This Plan is offered and valid only in the countries listed in section 8 below according to your country of residence. This Plan is not offered to persons who have not reached the age of majority. This Plan is not available where prohibited by law.
- f. Except as expressly agreed by the parties, the terms and conditions of this Plan prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's entire understanding with respect to the Plan.
- g. Apple is not obligated to renew this Plan. If Apple does offer a renewal, it will determine the price and terms.

h. For the applicable law governing this Plan in your country of residence please refer to section 8 below.

i. There is no informal dispute settlement process available under this Plan. There is no deductible payment due to receive service under this Plan.

j. The Plan's financial and legal obligor is the Apple entity identified in section 8 below applicable to your country of residence.

k. You agree that any information or data disclosed to Apple under this Plan is not confidential or proprietary to you. Furthermore, you agree that Apple may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers located in countries where data protection laws may be less comprehensive than your country of residence.

l. Apple has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Apple regarding the processing of data, and Apple will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact Apple at the telephone numbers provided.

m. If services provided to you should fail to comply with any duties under the Plan, you may claim directly against Apple by calling the phone number listed in the Guide or writing to Apple at the address listed in section 8 below.

n For a list of Apple Authorized Service Providers that are available to provide service under the Plan in your country of purchase, please refer to Section 8.

8. Country Details

Brazil: Parties to Contract – Apple Computer Brasil Ltda. , Av. Chucuri Zaidan, 940, 16° andar, in the City of São Paulo, State of São Paulo, Brazil, enrolled at CNPJ under nº 00.623.904/0001-73. Cancellation (Section 5) – Cancel by sending written notice to AppleCare, Apple Computer Brasil Ltda. , Av. Chucuri Zaidan, 940, 16° andar, in the City of São Paulo, State of São Paulo, Brazil. Unless local law provides otherwise, if you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than 30 days after your receipt of this Plan you will receive a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of R\$25,00 or 10 percent of the pro-rata amount, whichever is less. Transfer (Section 6) – Transfer by sending written notice to AppleCare, Apple Computer Brasil Ltda., Av. Chucuri Zaidan, 940, 16° andar, in the City of São Paulo, State of São Paulo, Brazil. General Terms (Section 7) – This Plan is offered and valid only in Brazil. The laws of the Federal Republic of Brazil govern this Plan. A list of Apple Authorized Service Providers that are available for service under the Plan is accessible at www.apple.com/la/centrosdeservicio/ and www.apple.com/la/centrosdeservicio/en.

Mexico: Parties to Contract – Apple Operations Mexico S.A. de C.V., Avenida Paseo De La Reforma No. 505, piso 33, Cuauhtemoc, Mexico, D.F. 06500. Cancellation (Section 5) – Cancel by sending written notice to AppleCare, Apple Operations Mexico S.A. De C.V., Avenida Paseo de La Reforma No. 505, piso 33, Cuauhtemoc, Mexico, D.F. 06500. Unless local law provides otherwise, if you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than 30 days after your receipt of this Plan you will receive a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of USD\$25.00 or 10 percent of the pro-rata amount, whichever is less. Transfer (Section 6) – Transfer by sending written notice to AppleCare, Apple Operations Mexico S.A. de C.V., Avenida Paseo de La Reforma No. 505, piso 33, Cuauhtemoc, Mexico, D.F. 06500. General Terms (Section 7) – This Plan is offered and valid only in Mexico. The federal laws of Mexico govern

this Plan. A list of Apple Authorized Service Providers that are available for service under the Plan is accessible at www.apple.com/la/centrosdeservicio/ and www.apple.com/la/centrosdeservicio/en.

Apple Inc. 1 Infinite Loop, Cupertino, California 95014 www.apple.com
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