

March 4, 2011

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Request # ██████████

Dear ████████,

We wish to apologize for your recent product problems. We are pleased to have been able to assist by replacing your (Qty 1) MC847LL/A, MBP 15.4/2.8/2X2GB/500/SD/HR-AG, Serial Number: ██████████ ("Original Product") with a (Qty 1) ZOM1: MBP 15.4/2.2/2X2GB/750/SD/GLSY-USA ("Replacement Product"). You have agreed to return the Original Product to Apple, Inc., within thirty (30) days of shipment of the Replacement Product. Apple will provide detailed information for the return of the Original Product after shipment of the Replacement Product.

You have provided Apple your Visa account number and agree that, should you fail to return the Original Product to Apple within thirty (30) days after shipment of the Replacement Product, Apple will charge the sum of \$2349 against your account. Apple considers this sum to be the fair market value of the Replacement Product.

Please acknowledge this agreement by signing below and returning by mail to:

Apple, Inc.
ATTN: Natomi Austin
12545 Riata Vista Circle
Mailstop 198-1CR
Austin, TX 78727

Or, you may fax a copy to my attention at 512-628-6084.

We appreciate your support of Apple products and thank you for providing us this opportunity to assist you.

Sincerely,

Natomi Austin
Apple, Inc.
Customer Relations

████████████████████ (Signature)

(Date)