

From: [REDACTED]
Subject: [REDACTED] iMac Pro

BS

Thanks for contacting Apple Support. My name is Don. Please give me a moment to look over your information.

Hello Barry, How are you doing today?

I've purchased a new iMac Pro a month ago and wish to order backups for my Space Gray keyboard and MM2. I've already tried this on Feb 15 and was sent white KB and MM2 and have returned them. Please help me obtain the Space Gray items.

Thank you for that information. I can definitely understand any concern that you may have and I would be happy to assist you here to find the best possible resolution. This may need to go to our sales department. One moment while I check our options.

you just want to purchase them correct?

Yes... I went thru Sales on Feb 15 and they sent me the wrong items as they were White.

Okay I will see what I can do.

The models numbers are... A1843 for the Space Gray keyboard and A1657 for the Space Gray MM2

Magic keyboard with numeric keypad?

The Space Gray keyboard that comes with the iMac Pro is the magic keyboard with numeric keypad

<https://www.apple.com/shop/product/MQ052LL/A/magic-keyboard-with-numeric-keypad-us-english?fnode=9d&fs=f%3Dkeyboard%26fh%3D40a2%252B4603> To make sure is this the one?

Yes...BUT it must be Space Gray and not White.

I understand that. It does not show an option on that. Checking for any other way to get this accomplished.

The Space Gray KB is a special KB for the iMac Pro.

Looks as though the keyboard and Mice are only available when you buy the iMac pro. They are not available as separate buying option.

No, this is incorrect. One can order them as for a Repair Service. They send them and in my case I would not return them and Apple would then charge me for them. This is what I want you to do for me.

I need these two items for backups in case they stop working, get lost or are stolen, and I don't want to end up having white KB and MM2 to be alongside my Space Gray iMac Pro.

I will check again if it gives me that option.

This will take me a few minutes.

Do you have a serial number on that keyboard?

NO... I've looked and all that shows is the Model A1843 for the keyboard and A1657 for the MM2.

Just a few more moments. Your Advisor will be right with you.

So that I can pull that keyboard or mouse up in my system to do a possible replacement and get the exact same device. There should be a serial number on the mouse and on the keyboard.

I hear you, but there's no normal serial number on either of the KB or MM2.

Just a few more moments. Your Advisor will be right with you.

Thank you for your patience. Your Advisor will be with you shortly.

Thanks for waiting. Your Advisor will be with you in just another moment.

Just a few more moments. Your Advisor will be right with you.

The only Serial Number I have is the one for the iMac Pro.

Barry, I do have a Senior Advisor here in chat. Their name is Sharon. Would it be ok if they took over the chat from here?

Sure...

You're being connected to another Advisor.

Thanks for contacting Apple Support. My name is Sharon. Please give me a moment to look over your information.

Hi Barry, thanks for your patience while I was speaking with Don. I asked Don to send you over to me so I could speak to you directly about your issue. I'm confident we are going to get your issue resolved.

I understand that you were wishing to purchase another space gray keyboard and mouse for your computer, simply to have a set in case, is that correct?

Yes... that's correct

Thank you.

Previously on Feb 15 I went through this same request and was sent WHITE keyboard and MM2 which I had to return and for my CC of \$199.20 to be refunded.

I do not believe we can get hold of the space gray accessories yet. However let me double check to verify that for you.

Thank you for holding Barry. I do believe I was initially incorrect. I may be able to get the gray ones.

I am checking the numbers to make sure they are the correct ones. I do not want you to have to go through any further refunds.

Are you still there Barry?

Yes...

Good! I was afraid I had lost you.

I verified the numbers and I can order you the replacement keyboard and mouse in the Space Gray.

I am getting the cost for you now.

This sounds promising...

To get the service set up for you, may I please have your physical mailing address, contact phone number and email address?

Chat address:

[REDACTED]

[REDACTED]

[REDACTED]

Thank you!!

[REDACTED]
9/10/13 iMping was successfully
uploaded.

That should be proof I do have an iMac Pro and you can look up my details using its Serial Number.

The way it is wanting to set up is as if we needed to replace the keyboard. Not get you a secondary one.

My AppleID is [REDACTED]

I want to get this setup correctly for you.

Yes, I believe 'replacement' is the only way and when I receive the replacements I simply do not send my current KB and MM2 back to Apple.

....and of course have to pay for the replacements.

Very true. Thank you.

For some reason my brain was not thinking about not returning it and having us keep the authorization hold. That is totally my fault and setting up normal repairs.

My wife is waiting for her dinner, so cannot linger here for much longer else I'll get some flack...

I am almost finished and should have the web payment link you can use to set up the authorization hold.

I'm keeping the dinner warm in oven..... (ha ha)

The amount that it shows for us is \$248.00 + 29.53 tax.

Do you want me to finish the set up for you>

Yes... that is cost for both the KB and MM2, right ?

Correct that is for both Magic keyboard and Magic Mouse in Space Gray.

The tax should be 10.3% or some \$25.54 for my [REDACTED]

Is the \$29.53 just an estimate at this time ?

No matter, let's get this underway now...

Just received Email from Apple

If it charges you the incorrect tax amount after it is not returned, please contact us so we can look into getting that fixed for you.

Should I now click "Pay Securely" ?

This has been set up and you should receive them a couple of business days after you finish the payment.

Yes, it should take you to a link to do the webpayment.

Repair ID: [REDACTED]

Correct, I was just about to send that to you in chat as well.

OK... I've paid using my AMEX card

Wonderful!

[REDACTED]
9:21:45 PM. bnd was successfully

...and I am uploading this screenshot,
uploaded.

They should take out of the warehouse sometime during Tuesday. Then be in your possession before the end of the week.

Thank you.

OK.... are we done with this now ? ...and THANK YOU for helping me with this.

Once you have the final notification about being charged, if the Tax is not modified to what it should be, please reach out and we can look into fixing that for you!!

I am delighted I could help. I am so sorry however that it took me so long!!!

OK.... will do, and thanks again.... need to go and serve up dinner now. Bye.....OO

Have a great evening and fantastic dinner!!!

Can I get a copy of this chat ?

Yes, if you look at the bottom of this chat window, you should see a check box to have the chat emailed to you once the chat ends.

You can even edit the address it comes to.

OK... thanks. Bye

Your session has ended. Thanks for chatting with us.
