

HE Apple Agreement

Technical, Warranty and Customer Service Support

Special Note: Although the following Service description is included in the Users Guide, it has proved to be extraordinarily difficult to reliably communicate the fact of the 3-year warranty etc. to all end users, both corporate and private. This has not been helped by the inconsistent understanding and/or communication by Apple (UK) staff variously at the point of sale or support, or via its electronic media. Despite considerable efforts by the UACG members and by Apple's own contract managers, there remains a degree of uncertainty about end-users' knowledge in this respect. Please do not automatically purchase additional warranty or respond to Apple emailed messages about 3-months' telephone support etc. until you have checked the status of your contracted cover, and have determined that such a purchase is necessary. If appropriate, confirm with your usual Apple account contact – quoting your system serial number – that the HE Agreement warranty & support terms apply. If and when there is any revision to these Terms it will appear in an updated Users Guide and via various messages.

Terms: One of the special National Agreement benefits negotiated on behalf of the HE community is the three-year, parts and labour warranty and one-year telephone support package. This package provides a three-year parts and labour hardware warranty for current Apple desktops and portables and a telephone technical support service to the member for one year from purchase covering the Apple desktop or portable hardware, Apple operating system and any Apple branded consumer software supplied with your computer as standard. Access to technical support and customer service is via the following phone number.

The support phone number is: **0845 378 0006 – please note that this number is for Institutions only, individuals should call 0870 876 0753**

When calling the support line you should **have to hand the serial number** of the entitled Apple system on which you require support, this will assist the Apple technical support engineer in providing a prompt response to your enquiry. Apple's goal is to work with you to find solution as quickly and efficiently as possible.

In the unlikely event the call determines you require hardware service, depending on the Apple hardware product, and your location in the UK, one or more of the following support facilities may be offered:

- During the 3-year warranty period Apple can, depending on the customer's location, arrange either an on-site service for desktops (subject to normal Apple rules of availability of on-site service – please see section C "Service Options" of the document as the following URL for further details:
http://images.apple.com/legal/applecare/docs/AppleCare_Protect_Plan_EU_en.pdf)
- or a collect and return service for portables.
- Carry in Service – this involves transporting the product to an Apple Authorised Service Provider where repairs will be carried out
- Do It Yourself Repair – this may be offered where a simple module swap will resolve the problem if you are comfortable to carry out the swap. Full instructions will accompany the replacement part

If a Collect and Return service is being provided then the product should be boxed in its original packaging or packaging we send you. Apple will arrange for courier collection of the product, which will be repaired and returned to you. Any special instructions relating to the particular service being provided will be explained to you by the Apple technical support engineer and/or included with any packaging we send you.

Please always insure that you have backed up your data before any repair is carried out as Apple cannot be responsible for loss or damage