

Apple U.S. Customer Support

As of August 24, 2025

This document summarizes Apple's official customer support resources for U.S. customers, including contact numbers, online tools, in-person support options, communities, and frequently asked questions.

1. Contact & Support Channels (U.S.)

- **Main Support:** 1-800-275-2273 for general help.
- **Apple Store Online Orders:** 1-800-MY-APPLE (1-800-692-7753).
- **Accessibility Support:** 1-877-204-3930 (English only).
- **Business Purchases:** 1-800-854-3680.
- **Education Institution Orders:** 1-800-800-2775.
- **Enterprise Sales:** 877-412-7753.
- **Government Sales:** 877-418-2573.

2. Online Support & Self-Service

- **Apple Support Portal:** Visit support.apple.com for search, chat, or scheduling help.
- **Apple Support App:** Personalized support on iOS devices.
- **My Support Portal:** Sign in to check warranty, coverage, and repair cases.
- **Repairs & AppleCare:** Submit product issues, explore service options, and check AppleCare coverage.

3. Genius Bar & In-Person Support

- Book Genius Bar appointments online or via the Apple Support app for in-person troubleshooting and repairs.
- Common repairs like battery or screen replacements are often completed in-store the same day.
- More complex repairs may require devices to be sent out, with iPhone turnaround averaging ~3 business days.

4. Apple Support Community & FAQs

- Use the Apple Support Community to browse or ask product-related questions.
- Official product FAQs are available on each product's support page (e.g., iPhone, Mac, Watch).

5. Quick FAQ

- **Where can I call for support?** Call 1–800–275–2273 or visit support.apple.com.
- **Need accessibility help?** Call 1–877–204–3930.
- **How do I book Genius Bar support?** Schedule online or via the Support app.
- **How do I check warranty/AppleCare?** Sign in to 'My Support' online.
- **Where are user guides/manuals?** Available on support.apple.com or in the Support app.

Notes & Sources

- Information provided is based on Apple's official U.S. support resources as of August 2025.
- Details such as repair turnaround times or specific product FAQ content may change over time.
- Always confirm via official Apple support pages or the Apple Support app.

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