

## Apple Procedure for Warranty Repair

- Call Apple at 800-800-2775, and Press **3** for Technical Support.
- You will be prompted to say the name of the equipment needing support (i.e., iMac). You will then be transferred to an appropriate specialist.
- You will be asked for your name and phone number.
- Apple will request the Serial Number of the product needing support. The Serial Number will tell Apple if the equipment is under "AppleCare" warranty.
- State the problem for the Apple technician. If it is just for a replacement mouse or a keyboard, ask for a replacement. If the problem is for a CPU having problems, be with the CPU when you call, as Apple will ask you to try several things before scheduling repair. **If possible, have the SANS/SCC technician call Apple them self for a CPU needing repair.**
- Apple will provide you with a Case number. Write this number down in the Service Request.
- If repair is needed, Apple will schedule a repair.
- If Apple will be sending a replacement part, they will need a Credit Card number to guarantee the return. **Nothing will be charged on this card unless the part doesn't get returned.** Use Mark Figueroa's credit card; get info from Sandy or Mark.
- Apple will provide you with a Dispatch # for the replacement part. Write this number in the Service Request.
- When the part is received, indicate so in the Service Request and ship the defective part back to Apple as soon as possible. Shipping instructions for the return will be inside the box received from Apple.
- Be sure to amend the Service Request with final comments and a Completion Date, when the vendor repair process is completed.