



# Nice chatting with you.

Case ID: [102007656135](#)

Here's the transcript of your chat with Apple Support:

6/5/2023, 12:34:05 PM

Duration 18 minutes 42 seconds

**Morgan**

Thanks for contacting Apple Support. How can I help you?

**Samay Pusarla**

Hello

**Samay Pusarla**

I still have not got any updated on my laptop

**Samay Pusarla**

it was sent in on 27th and I still havent heard back anything

**Samay Pusarla**

I was told I would get some updates on monday but it does not seem like it

**Samay Pusarla**

the repair id is R583358701

**Samay Pusarla**

I had to buy a new macbook as an interim laptop for the meantime.

**Samay Pusarla**

And I would be needing to return that as well

**Samay Pusarla**

so I wanted to request you to shed me with some visibility on what is going on

**Morgan**

I will assist you with your questions about this. The last update on the repair is on 5/31. The Mac is currently still being repaired. We do not have a ETA on this.

One the repair is completed there will be a update

**Morgan**

If you are unable to wait for the Mac to get repaired you will need to contact the Apple Store you went too so they can cancel the repair to get the Mac sent back asap.

**Samay Pusarla**

Umm.. I never said that I want to cancel the repair.

**Morgan**

No worries, we are letting you know just incase you wanted to cancel the repair at anytime

**Morgan**

Do you have any questions about the repair status we gave?

**Samay Pusarla**

No.. It's gone for repair for a reason.

**Samay Pusarla**

Is there someone who could give me a timeline on this? I was told I would get the laptop back last Thursday.

**Samay Pusarla**

Henceforth, I wanted to understand what was the situation

**Morgan**

The Apple Store told you that you would get your Mac back last Thursday?

**Samay Pusarla**

yep..

**Samay Pusarla**

I was in Pheonix for some personal reason and I submitted the laptop for repair there. The genius bar tech told me that it would be shipped out to Corvallis, OR (My house, where I currently am) on thursday.

**Morgan**

To confirm did you get a email from apple last Thursday about your repair? If not I can re-send the email

**Morgan**

It was regarding the repair status

**Samay Pusarla**

the one that said they just got the laptop? Because i've seen no update after that. I understand it might take time and I am okay with it. I just wanted to know if you could check in with someone and give me some visibility.

**Samay Pusarla**

I hope you understand.

**Morgan**

Yes I will go over all the notes that we have for your repair

**Morgan**

The Apple Store mailed out your Mac to a repair facility which the Mac arrived at the repair facility back on 5/31. The Mac is still currently being repaired. Once repair is done you will get a email with a update for that

**Morgan**

I deeply apologize you were given different expectations about when you would get the Mac back. Based on what you have told us if they mailed it out on the 27th then there would have been no way the Mac would have been retur...

**Morgan**

...ned back to you a few days later on Thursday because it takes multiple days for the Mac to reach the repair facility by mail and then on average 5-7 business days to get the Mac back once its at the repair facility

**Morgan**

That is all the information we have for your repair

**Samay Pusarla**

Alright.

**Samay Pusarla**

Thanks.

**Morgan**

Your'e welcome. If you have any questions about why the Apple Store told you that you would get the Mac back sooner we recommend contacting the Apple Store directly.

**Morgan**

You have been a awesome customer today Samay - I genuinely appreciate the time you have taken to allow me to check into this for you. I will be ending the chat now if that is ok with you - thanks for contacting Apple!  
Have a great rest of your day and take care!

Sincerely,  
Apple Support

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If you have questions, please visit [support.apple.com/contact](https://support.apple.com/contact).