

Your Apple Store Work Authorisation

Apple Brompton Road <donotreply@email.apple.com>
To: sashak510@gmail.com

Fri, Sep 16, 2022 at 6:48 PM

Thank you for visiting the Apple Store. Below is a copy of your service record.

16 Sept 2022

Apple Brompton Road
+442030893000

Genius Bar Work Authorisation

Repair No: R553155311

Customer Information	Product Information
Sasha Karniyuk	Warranty Status: Out of Warranty (OW)
United Kingdom	Model: MacBook Pro (16-inch, 2019)
	Date of Purchase: 13 Jul 2020
	Serial No: C02D24GPMD6T

Problem Description/Diagnosis

Issue: Customer reports liquid came into contact with their Mac
Steps to Reproduce: Opened Mac and observed liquid damage on multiple locations
Liquid entered in through the top case
Proposed Resolution: Advised customer that logic board definitely needs replaced
Some damage around usb c connectors so likely they are needed but I can't see inside to fully inspect

Given the liquid entered in through the top case it is likely that it needs replaced

Tier 4 accidental damage is the most expensive service option and would cover any and all affected parts
The cost of this is £1429

Customer will think about cost of service
Resolution: Customer Declined
Reason: Repair Cost
Contact Apple Support Case: 101800874378

Employee 1563282289

Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
	VAT	£ 0.00		
	Total	£ 0.00	£ 0.00	

I agree that:

- the Repair Terms and Conditions on the reverse side of this page will apply to the service of the product identified above;
- as unintentional loss of data may occur as a result of the service, it is my responsibility to make a backup copy of my data before bringing my product to Apple for service;
- Apple is not responsible for any loss or corruption of the data on my product during service; and
- Apple may use parts or products that are new or equivalent to new in reliability and performance.

Repair Terms and Conditions can be found at https://www.apple.com/legal/sales-support/terms/repair/Retail_Repair_UK_Terms_Conditions.html.