**常见问题清单**

1. **在美承购买的机器都是正品吗？**

美承集团是苹果的授权教育经销商和教育服务提供商。我们保证所有出售商品均为原装正品，并为设备提供特色优质服务。

关于我们的经销商资质，欢迎访问苹果中国官网的“Apple授权教育经销商”界面进行查询：

http://www.apple.com/cn/education/purchasing/aaer.html

1. **购买清单上的几款机型是基于什么理由推荐的？**

基于三年来为教育客户提供BYOD解决方案的项目经验，我们分析数据并整理出了一些项目不同主体的以下主要需求：

**学生**-使用方，从体验出发——配置、外形、便携性、易用度

**家长**-购买方，从整体出发——使用体验、设备性价比、质量和稳定性、长期使用的扩展性

**教师/学校**-管理方，从教学、管理角度出发——设备兼容性、质量和稳定性、管理和维护成本

同时，我们也定期收集和更新以下数据：

产品返修率、部件维修价格和维修时限、用户短期使用反馈、用户长期使用体验。

综合分析以上信息和数据模型，在和学校老师们讨论后，我们会在每年苹果当季的产品线中，筛选出推荐型号供大家挑选。

1. **售后服务由谁负责提供？备用机多久能拿到？**

所有机型均享受苹果原厂售后。您可通过电话、聊天、电子邮件等苹果官方售后渠道获得相关支持

1. 苹果售后页链接 <https://getsupport.apple.com>
2. 热线电话：400-666-8800

同时，我们也为学生和家长提供5 X 8小时电话和邮件远程售后和技术支持。

**代送修和备用机**的响应时间为：

工作日9:00 - 14:00 当天响应；

14:00 - 18:00 及节假日，第二个工作日响应。

**4.购买机器有发票吗？可以开专用发票吗？**

每台设备均按照规定开具正规发票。

**5.什么是AppleCare Protection Plan延保计划？**

苹果在中国大陆为Mac提供保修的条款为：

Mac **电脑整机及所含附件**自原始购买之日起享有 **1 年保修期**。**主要部件**享有自购买之日起 **2 年保修期**。

Mac 笔记本电脑所有**主要部件范围包括**：主板 (MLB)、处理器 (CPU)、内存、硬盘 (HDD/SSD)、电源适配器、键盘和显示屏 (LCD)。

而AppleCare可将保修延长至三年，具体描述如下：

适用于 *Mac* 的 *AppleCare Protection Plan* 全方位服务计划可提供长达 *3* 年的专家电话技术支持，以及来自 *Apple* 的额外硬件服务选项。从你最初购买电脑的日期起三年内，你可以通过 *AppleCare Protection Plan* 全方位服务计划，直接获得 *Apple* 一站式电话技术支持，消费者自购机之日起 *2* 年的主要部件质量问题保修服务。

*AppleCare Protection Plan* 全方位服务计划仅可在自 *Mac* 购机之日起的 *12* 个月内进行购买。

适用于 *Mac* 的 *AppleCare Protection Plan* 全方位服务计划可提供长达 *3* 年的专家电话技术支持，以及来自 *Apple* 的额外硬件保修服务。 *(*维修范围仅限于存在以下问题的 *Mac* 和*/*或 *Apple* 显示屏及其原装配件，*(i)* 材料或工艺存在缺陷，*(ii)* 容量低于原规格标示的 *80%* 的电池。*)*

更多关于AppleCare for Mac的信息，请访问：<http://www.apple.com/cn/support/products/mac.html>

**FAQ**

**1.Is product sold by MeiCheng original?**

MEICHENG GROUP is Apple Authorized Education Reseller and Service Provider locally in Shanghai, Shenzhen an many other cities. All Apple products sold by MeiCheng are original.

Professional tech support and service will be provided for customers.

To read more information on our AAER certificate, see Apple Website:

<http://www.apple.com/cn/education/purchasing/aaer.html> (Simplified Chinese)

**2.What reasons are based on to make the recommendations list?**

Main concerns of different objects in this project are different. We have concluded it since we have been working closely with educational institutions for many years, providing BYOD solutions.

**Student’s - the user:** Experience oriented. Specs, look, portability, easy-to-use

**Parent - the investor:** Consider thoroughly. Using experience, TCO, quality and stability.

**Teachers/Institution - the manager:** Teaching/Management based. Compatibility, quality, stability, easy to manage.

**Datas are regularly collected:**

Product repair rate, replacement parts cost, repair response time, short/long term using experience etc.

**Based on the data and information above, we will select a few models among the present product line. After the discussion with institution staff, the recommendations will therefore be finalized.**

For more information on different models and compare:

<http://www.apple.com/cn/mac/compare>

**3.Who will be providing after-sale service for the device? How soon can I get the loaner if I need one?**

All devices are under Apple warranty. You may contact Apple Support Team by:

a. Website: <https://getsupport.apple.com>

b. Hotline: 400-666-8800

Troubleshooting and after-sale service will also be provided by MeiCheng. Mail and phone support are available 5\*8h.

Response time for pick up/delivery service and loaner:

Business days 9:00 - 14:00: response on the same day.

14:00 - 19:00, non-working days and Public Holidays: response on the second business day.

**4.Can I get invoice (Fapiao)?**

Yes. Invoice (Fapiao) will be issued for all products and service.

1. **What is Applecare Protection Plan？**

Every Mac comes with a [one-year limited warranty](http://www.apple.com/legal/warranty/) and up to 90 days of [complimentary telephone technical support](http://www.apple.com/support/complimentary/). Extend your coverage to three years from the original purchase date of your Mac with the AppleCare Protection Plan.

The AppleCare Protection Plan can be purchased only while your Mac is still covered under the standard one-year limited warranty.

Service coverage is available only for the Mac and its original included accessories for protection against (i) defects in materials or workmanship and (ii) batteries that retain less than 80 percent of their original capacity.

For complete details, see terms at:

<http://www.apple.com/cn/support/products/mac.html>

管理员邮件通知

1. xx的订单状态由xx变为xx，订单内容为xx，订单内容显示什么？

2.xx的订单，支付金额为x，选择的支付方式是银行转账

维修：xx选择的送修方式是xx，（机型）的故障是xx

申请备用机：xx申请了备用机