

# AppleCare+ for Mac

## First Look



Service and support from the people who know your Mac best.

	Mac mini	iMac	Mac Pro	MacBook, MacBook Air	13-inch MacBook Pro	15-inch MacBook Pro
Apple price (U.S.)	\$99	\$169	\$249	\$249	\$269	\$379
Duration	Three years from Mac purchase date					
Scope of service and support	<ul style="list-style-type: none"><li>• Provides up to three years of expert technical support and hardware service coverage</li><li>• Adds up to two incidents of accidental damage coverage, each subject to a service fee of \$99 for screen damage or external enclosure damage, or \$299 for other damage</li></ul>					

## Key messages

### One stop for technical support

- 24/7 priority access to Apple experts via chat or phone
- Onsite repair for desktop computers
- Mail-in repair for portable computers
- Global repair coverage

### Apple hardware coverage

- Provides repair coverage, including both parts and labor, from Apple-authorized technicians
- Covers Mac, battery, included accessories, AirPort, and Apple USB
- Adds up to two incidents of accidental damage from handling for Mac, each subject to a service fee of \$99 for screen damage or external enclosure damage, or \$299 for other damage

### Software support included

- Using macOS and iCloud
- Quick how-to questions about Apple-branded apps, such as Photos, iMovie, GarageBand, Pages, Numbers, Keynote, and more
- Connecting to printers and AirPort networks

## Additional information

- AppleCare+ is a best-in-class service contract from Apple—not insurance
- AppleCare+ can only be purchased within 60 days of an eligible Mac purchase
- AppleCare+ is available from the Apple Online Store, Apple Stores, and reseller stores with auto-enroll capability
- AppleCare+ is an automatic enrollment program, so everything is done at the time of purchase
- Mechanical failures are covered at no additional cost to customers
- Accidental damage incidents are each subject to a service fee of \$99 for screen damage or external enclosure damage, or \$299 for other damage
- Accidental damage from handling includes cracked screens and spills affecting the functionality of Mac. If your Mac has catastrophic damage from an accident or it's inoperable after unauthorized modifications, you will need to buy a replacement
- AppleCare+ does not cover cosmetic damage or damage that does not affect the functionality of Mac
- AppleCare+ does not cover theft or loss
- Repair or replacement service may be limited to country of purchase
- AirPort and Apple USB SuperDrive must be purchased up to two years before your Mac purchase or during the term of your AppleCare+ coverage in order to receive service coverage

Learn more at [apple.com/support/products/mac.html](http://apple.com/support/products/mac.html)

AppleCare+ Terms and Conditions: [apple.com/legal/sales-support/applecare/applecareplus/](http://apple.com/legal/sales-support/applecare/applecareplus/)

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