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Apple Equipment: How to Use Apple's Global Warranty (11/94)

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Security: Everyone

Apple Equipment: How to Use Apple's Global Warranty (11/94)

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TOPIC -----

Apple hardware now includes global warranty coverage for a period of one year. If you discover a defect with your in-warranty Apple product while outside the United States, that product will be covered.

This article, derived from Apple's Limited Warranty card (030-3926-A), tells how to take advantage of this warranty.

DISCUSSION -----

If your product fails during the warranty period while you are outside of the United States, or in U.S. territories and possessions, you may have it repaired at no charge to you (no refunds or replacements are provided).

You must deliver it during the warranty period, at your expense, to an Apple authorized reseller or service provider in the country in which the product failed. Please be aware that service providers outside the United States may not carry all repair parts for U.S. products, or may not be able to repair some models. If repair parts need to be special ordered, the repair may take longer than normal. If your model cannot be repaired in the country you are in, it may need to be sent to a different country or returned to the U.S. at your expense for service.

If you plan to travel overseas, please remember to take proof of purchase with you. In case your Apple product does fail, you'll have proof of when your product was purchased. If you have questions about this global warranty reimbursement program, please contact your local authorized Apple reseller or Apple representative.

Article Change History:

30 Nov 1994 - Updated process for getting service while out of the country.

Support Information Services

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