

AppleCare+ for Mac

First Look



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

	Mac mini	iMac, iMac Pro	Mac Pro	MacBook Air	13-inch MacBook Pro	16-inch MacBook Pro
Scope of service and support	Provides expert technical support and hardware coverage Adds up to two incidents of accidental damage protection every 12 months, each subject to a service fee					

Service fees (U.S.) \$99 for screen damage or external enclosure damage, \$299 for other damage

Key messages

One stop for technical support

- 24/7 priority access to Apple experts via chat or phone
- Onsite service 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, and Apple USB SuperDrive
- Adds up to two incidents of accidental damage protection every 12 months, each subject to a service fee (see above for fees)

Software support included

- Using macOS and iCloud
- Quick how-to questions about Apple-branded apps like Photos, iMovie, GarageBand, Pages, Numbers, Keynote, and pro apps, such as Final Cut Pro, Logic Pro, and more
- Connecting to printers and wireless networks

Additional information

- AppleCare+ is a best-in-class service contract from Apple—not insurance
- AppleCare+ can only be purchased within 60 days of eligible Mac purchase
- 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 from handling includes drops and spills affecting the functionality of Mac
- AppleCare+ does not cover cosmetic damage or damage that does not affect the functionality of Mac
- Any unused incidents will expire after 12 months of coverage, and you will get two more incidents to use within the next 12 months of continued coverage
- AppleCare+ for Mac does not cover theft or loss
- Repair or replacement service may be limited to country of purchase

Learn more at apple.com/support/products/mac/

AppleCare+ Terms and Conditions: apple.com/legal/sales-support/applecare/applecareplus/us/mac/

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