

# REQUEST FOR SERVICE

Complete and return via email to [service@caymanmacstore.ky](mailto:service@caymanmacstore.ky)



**Customer Name:**

**Address:**

**Phone:**

**Email:**

**Product brand:**

**Product description:**

**Serial Number:**

**Purchase Date:**

**Country of purchase:**

**Store purchased from (if not CMS):**

Is this claim being made as part of an Apple out of warranty recall program?

Yes

No

**CS Code - If provided by Apple**

For warranty claims, or claims that fall under an Apple special recall program, an original invoice showing the product serial number as proof of purchase may be requested by Apple under certain circumstances.

**Problem description:**

**Terms, conditions & fees:**

- Apple's limited warranty covers failures caused by manufacturing defects only. There is no charge for parts & labour. If a product is denied warranty cover by Apple there will be a diagnostic fee of CI\$25 or CI\$75 based on product type, payable before return of product.
- Damage resulting from an accident, physical damage, liquid spill or submersion, disassembly, unauthorized service and modifications, software issues or display screen damage are not covered by warranty. If service is needed for any of these there will be a CI\$75 diagnostic fee applied, payable before return of product.
- If a product is not collected within 30 days of being notified that it is ready, we reserve the right to dispose of the product as we do not have unlimited storage space in our service center.

**AppleCare+:**

- AppleCare+ is a warranty uplift sold by Apple that extends the length of the warranty and adds two incidents of accidental damage protection, something that is not included in the standard one year warranty.
- CMS is able to process standard warranty claims that occur during the extended period added by AppleCare+ and we are now authorized to process accidental damage claims if you still have claim incidents available under your AppleCare+ contract.
- If you have AppleCare+ and your covered device has failed due to accidental damage from handling resulting from an unexpected and unintentional external event, such as drops or damage caused by liquid contact, Apple will repair the defect using new or refurbished parts and one of your two accidental damage protection incidents will be utilized.
- Please note that damage caused by reckless, abusive, willful or intentional conduct, or any use of the covered equipment in a manner not normal or intended by Apple, will not be covered.

**Data Responsibility:**

- The Cayman Mac Store (CMS) takes every precaution to ensure customer data is always protected. CMS will not however accept responsibility for any loss of customer data that may occur during the diagnostic process.
- Loss of data is not a common occurrence, but there is a chance it can happen. These situations are unfortunate but remain outside the control of the service technician and as such CMS cannot assume responsibility if this happens. The owner of the device being serviced will be responsible for the loss of any data that is not backed up prior to submission to the CMS service department. All data backups are solely the responsibility of the device owner.
- If the service technician does agree to backup any recoverable data, you must provide a storage device for the backup. During the course of recovering data we will not be held responsible for any loss due to hardware failure, power outages/surges, lightning storms or any other occurrences.
- If possible it is always best to backup your device before it is brought in for service.
- Our Apple Authorized Service Center can assist with the repair or replacement of Apple products, subject to any restrictions/conditions that may be imposed by Apple. Please note all faulty parts replaced under warranty must be returned to Apple and your device has to remain in our possession during the entire warranty/repair process. These conditions are mandated by Apple and must be enforced by us as an authorized Apple representative.
- Making unauthorized modifications and/or repairs to a product usually violates the manufacturers warranties and your claim will likely be denied. This will also apply to most cases of physical damage. If a warranty claim is denied by Apple there will be a diagnostic or administration fee applied by CMS.

**[Click here to accept terms, conditions & fees \(required\)](#)**

**[Click here to accept AppleCare+ conditions \(required\)](#)**

**[Click here to accept the data responsibility conditions \(required\)](#)**

# INTERNAL USE ONLY

**Service request approved:**      Yes      No

**Fee due at drop off:**

**Reasons if not approved:**

**Service technician comments:**

**Accessories to bring with you:**