

# Warranty Uplift

Making sure your Mac or iPad is covered, and you stay productive

## Warranty uplift for Apple

Our three-year warranty uplifts cover your Mac or iPad, plus Apple software included with the unit. Uplifts are available to cover any new Mac or iPad in your organisation that fails during normal operation.

## Key features

- Cover must be purchased at the time as purchasing of new equipment
- Collect & Return service (UK excluding Scottish Highlands and Islands) for the entire duration of the warranty.
- Hardware support including helpdesk diagnosis and a fix of the faulty Mac or iPad. Software support for the life of the warranty, not just for the first 90 days.
- Support available 9am until 5.30pm Monday - Friday.
- Dedicated email and telephone number to report a fault.
- Warranties serviced by Group 8, a leading Apple Authorised Service Provider.

## What's Included

### Hardware warranty on your Mac:

- Hardware warranty on your Mac or iPad.
- Email and telephone number to report a fault.
- Helpdesk diagnosis and management of hardware faults and issues.
- Warranty diagnostics and repairs managed on your behalf.
- Free next business day courier collection and return.

### Software support:

- Helpdesk support on issues relating to:
- Troubleshooting the Operating System and Apple apps included as standard with your device



- The number of calls and tickets is unlimited for software support within the scope of the warranty
- Email and telephone number to report a fault.

### Service features:

- Service is available between 9.00am to 5.30pm UK time, Monday to Friday (UK Bank holidays excluded).
- Next business day collection UK excluding Scottish Highlands and Islands
- Some locations may require a two-day courier service
- Support tickets can be raised via phone or email.

## Want more?

If the Warranty uplift doesn't cover all your support needs we can provide a bespoke support quotation to cover the following and more, just ask your account manager:

- Cover for existing hardware
- Service via remote support, email and phone which can be customised to your needs
- Cover for macOS/iOS and Mac OS X Server
- Day to day administration including email and calendaring, comms and network management
- Mobile Device Management
- Support for third party application software
- Provision of loan equipment
- Ad-hoc / accidental damage repairs

### Apple Warranty Uplift Terms and Conditions

1. Hardware warranty does not cover the following:

- Cracked screens.
- Scratches, dents, damage to cases and minor cosmetic imperfections.
- Wear and tear arising from normal use of the device.
- Loss or damage to the device caused by fire, liquid, theft, malice or by accidental damage.
- Faults arising as a result of changes or modification to devices other than those supported by Apple.
- Devices on which the serial number has been erased or otherwise rendered illegible.
- Peripherals that are not included in the original manufacturer's box for the registered equipment.
- Consumables

Covered Hardware	3-year Cover from*
iPhone 6s Plus, 7 Plus, 8 Plus	£80.00
iPhone 6s,7,8	£68.75
iPhone X, XS, XS Max	£113.75
iPhone XR	£80.00
iMac	£83.75
iMac Pro	£116.25
iPad	£53.75
iPad Pro	£91.25
Mac mini	£42.50
Mac Pro	£127.50
MacBook /Air /Pro 13"	£127.50
MacBook Pro 15"	£171.25

\* When 10 or more are purchased at the same time

### 2. Collections

a. Next business day is dependent on:

- The postcode being covered as a standard next business day destination by our designated courier.
  - A hardware fault is confirmed before 3pm.
  - Delivery is not delayed by other factors beyond our control (including but not limited to accidents in transit, weather and industrial action).
- b. Free collection for repairs applies to UK excluding Scottish Highlands and Islands.

3. While there is not a specific limit on the number of support tickets raised, on occasion this may be reviewed if there is a disproportionately high number of incidents, so that the likely cause can be investigated.

### 4. Exclusions

- Neither software or hardware support covers loss or damage to data or software. It is the customer's responsibility to ensure that there are sufficient backups. Data recovery for lost or damaged data is not covered under this warranty. (This service may be offered but will be chargeable.)
- This warranty is limited to the device registered.
- Software troubleshooting does not include training as described in any associated manuals, Help files or ReadMe files.
- Resolution of software issues relating to non-Apple apps or Apple apps not included with the registered unit.
- Resolution of wireless and networking issues and problems that are not specifically related to the configuration and normal functioning of the device itself.
- Resolution of issues relating to the function, usage or configuration of specialised mobile device management solutions. (This service may be offered but will be chargeable.)
- Installation and configuration of new software.
- Issues arising, in our reasonable opinion, out of changes or modifications to the software or use of the software that are not supported by the developers or manufacturers of the software.
- Resolution of issues that are remedied by an upgrade or update to the software where the covered party refuses the update.

5. A software incident will be deemed to be resolved if any one of the following applies:

- It is no longer impacting the user's ability to work.
- The cause of the incident has been traced to a known manufacturing or design fault, or limitation in the equipment or software that requires the intervention of a third party (e.g. manufacturer) to affect a complete resolution. In these circumstances the available options will be put forward.
- A remedial course of action is agreed (e.g. an out-of-warranty solution).
- We reasonably deem the incident to be out-of-scope of this agreement.

### 6. General

- This document needs to be read in conjunction with our standard services terms and conditions which can be found at [uk.insight.com/information/services-terms-and-conditions](http://uk.insight.com/information/services-terms-and-conditions)

Warranties serviced by Group 8 Apple Authorised Service Provider

