



## **Extended Warranty**

We're with you. Making the most of your Apple experience.

### **Thanks for purchasing Extended Warranty, your comprehensive support package for your iMac or MacBook.**

Now you're ready to start making the most of all that your Apple product has to offer. The Extended Warranty extends the warranty on your iMac or Macbook by two years. That means a total of 3 years' peace of mind for your favourite Apple iMac or Macbook. This warranty includes telephone technical support and repairs at our Service Centres.

### **Coverage Information**

To qualify for the Extended Warranty, the Extended Warranty must be registered. You must register the warranty within 7 days of purchasing your iMac or MacBook. Please keep the original sales receipts of your iMac or Macbook as well as the Extended Warranty Certificate, as these documents may be required if there is any question as to your products eligibility for the Extended Warranty.

A separate registration must be made for each product to be covered.

Coverage of an Apple display purchased with an iMac or Macbook is not covered under this warranty. This warranty covers an Apple keyboard and mouse if included with the covered computer or purchased with a Mac mini.

### **Quick Reference Guide**

Try these simple steps before contacting Dion Wired for help:

If you experience difficulties with your Mac, try these troubleshooting steps. If the issue persists, proceed to the next step. As a precaution, you should back up your data before you perform any of these steps.

1. Check connections

Turn off the computer and ensure that all cables are securely connected to the computer. Turn the computer back on to see if the issue is resolved.

2. Disconnect peripheral devices

Turn off the computer. Disconnect all devices except the display, mouse and keyboard. Turn the computer on. If the issue is resolved, try to isolate it to a particular device by turning off the computer and reconnecting the devices one by one.

3. If the issue persists, contact Incredible Solutions on **0861 194 733**.

## **Terms and Conditions**

Your Extended Warranty is governed by the following Terms and Conditions. Subject to these Terms and Conditions, your Extended Warranty (i) covers defects for the Apple branded product(s) listed in your Warranty Certificate and the accessories that are contained in the Product(s) original packaging ("Covered Equipment"). To obtain the Warranty confirmation you must register your product on [dw-applewarranties.co.za](http://dw-applewarranties.co.za). The duration of the Warranty is for the date specified on your registration certificate.

### **1. Repair Coverage**

#### Scope of coverage

Your cover for defects begins on the date of purchasing your iMac or Macbook and terminates at the end of the Warranty Period, which is two years from Apple hardware expiry date. Dion Wired will provide both parts and labour. Dion Wired may provide replacement products or parts that are manufactured from new, refurbished, or serviceable products or parts and will assume that the remaining coverage under the warranty. The products or parts that are replaced become Dion Wired's property. Dion Wired strongly advises you to record as a backup, data and software residing or recorded in the Covered Equipment, before having the Covered Equipment available for repair or replacement services.

## 2. Limitations

The warranty does not cover:

- (a) items that are not purchased at Dion Wired.
- (b) Installation, removal or disposal of the Covered Equipment, or installation, removal, repair, or maintenance of non-Covered Equipment (including accessories, attachments, or other devices such as external modems) or electrical service external to the Covered Equipment
- (c) Damage to the Cover Equipment caused by accident, abuse, neglect, misuse (including Faulty installation, repair, or maintenance by anyone other than Dion Wired), extreme Modification, stress or interference, fluctuation or surges of electrical power, lighting, static electricity, fire, acts of God or other external causes;
- (d) Cover Equipment with a serial number that has been altered with, defaced or removed:
- (e) Problems caused by a device that is not Covered Equipment, including equipment that is not Apple-branded, whether or not purchased at the same time as the Covered Equipment:
- (f) the Provision of replacement equipment during the period when the Covered Equipment is being repaired
- (g) Cover Equipment that has been lost or stolen. This warranty only covers Covered Equipment that is returned to Dion Wired in its entirety.
- (h) Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic or posts.
- (l) Consumable parts, such as batteries, unless failure has occurred due to a defect in materials and broken plastic on ports
- (j) Preventative maintenance on the Covered Equipment: or
- (k) Damage to, or loss of any software or data residing or recorded in the Cover Equipment:
- (l) your use of the Mac OS and consumer Software as server-based applications
- (m) Issues that could be resolved by upgrading software to the current version:
- (n) Your use of or Modification to the Covered Equipment, the Mac OS or Consumer Software in a manner for which the Covered Equipment or software is not intended to be used or Modified

- (o) third-party products or their effects on or interactions with the Covered Equipment, the Mac OS or Consumer software
- (p) Apple software other than the Mac OS or consumer Software as covered \under the applicable warranty:
- (q) Mac OS software for Servers:
- (r) Mac OS software of any Apple-branded software designated as “beta”, “pre-release” or “preview”

Or similarly labelled software;

- Third-party web browsers, email applications, and the internet service provider software, or the Mac OS configurations necessary for their use;
- Damage to, or loss of any software or data residing or recorded in the Covered Equipment;
- Consumable parts, such as keyboard, in the case of iMacs.

When providing repair or replacement service. Dion Wired will use reasonable efforts to reinstall the Covered Equipment’s original software configuration and subsequent update releases, but will not provide any recovery or transfer of software or data contained on the serviced unit not originally included in the Covered Equipment.

### **3. Secure Options**

Dion Wired may provide service through on or more of the following:

- a. Carry-in service is available for most Covered Equipment. Return the Covered Equipment requiring service to a Dion Wired managed retail store or a Dion Wired Service Centre offering carry-in service. Service will be performed at the location, or the store may send the Covered Equipment to a Dion Wired repair service location to be prepared. Once you are notified that the service is completed, you will promptly retrieve the product.
- b. Collection service is available for the most Covered Equipment. If Dion Wired determines that your Covered Equipment is eligible

for collection service. Dion Wired will arrange shipment of the Covered Equipment to Dion Wired's repair service location in the accordance with its instructions. Once service is completed, the Dion Wired repair service location will return the Covered Equipment to you. Dion Wired will pay for the shipping to and from your location if all instructions are followed

#### **4. Your Responsibilities**

To receive service under the Plan, you agree to comply with the following: (a) Provide your warranty certificate and serial number of the Covered Equipment;

- a. Provide information about the symptoms and causes of the problems with the Covered Equipment;
- b. Follow instructions Dion Wired gives you, including but not limited to refraining from sending Dion Wired products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with the shipping instructions; and
- c. Update software to currently published releases prior to seeking service.

#### **5. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DION WIRED AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNERS FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM DION WIRED'S OBLIGATIONS UNDER THE WARRANTY. TO MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF DION WIRED AND ITS EMPLOYEES AND AGENTS LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE WARRANTY SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE WARRANTY. DION WIRED SPECIFICALLY DOES NOT WARRANT THAT IT WILL BE ABLE TO (i) REPAIR OR REPLACE

COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, AND (i) MAINTAIN THE CONFIDENTIALITY OF DATA.

## **6. General Terms**

- a. Dion Wired may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
- b. Dion Wired is not responsible for any failures or delays in performing under the extended warranty that are due to events out of Dion Wired's reasonable control.
- c. You are not required to perform preventative maintenance on the Covered Equipment to receive service under the extended warranty.
- d. In carrying out its obligations, Dion Wired may, at its discretion and solely for the purposes of monitoring the quality of Dion Wired's response, record part or all of the calls between you and Dion Wired.
- e. You agree that any information or data disclosed to Dion Wired under the extended warranty is not confidential or proprietary to you. Furthermore, you agree that Dion Wired may collect and process data on your behalf when it provides service.
- f. Dion Wired has security measures, which should protect your data against authorized access or disclosed as well as unlawful destruction. You will be responsible for the instructions you give to Dion Wired regarding the processing of the data, and Dion Wired will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the extended warranty. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact Dion Wired at the telephone numbers provided.
- g. The Terms and Conditions of the extended warranty prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Dion Wired's entire understanding with respect to the extended warranty.
- h. Dion Wired is not obligated to renew the extended warranty. If Dion Wired does offer a renewal, it will determine the price and terms

## EXTENDED WARRANTY

For further information, call 0861 194 733 or email [support@dw-applewarranties.co.za](mailto:support@dw-applewarranties.co.za)