



iPad/MacBook Repair Process

Parents contact AppleCare Education support for all repairs. **NO ONE WILL BE ALLOWED TO WALK A DEVICE INTO THE APPLE STORE**

Find my Mac (Activation Lock) must be **removed before** calling Apple:

To contact, AppleCare Education Support, call:

1-800-800-2775, select **Option 3** (technical support)

Next, select **Option 1** (support for products owned by the institution)

Next, select **Option 4** (for all others)

The call will be answered by an AppleCare Advisor, who will assist in setting up the repair.

The Advisor will start with caller information (name, phone number, email, etc)

The serial number is used to verify/validate coverage (and availability of accidental damage coverage).

MacBooks are covered by Apple Care+ which provides for 2 accidental damage repairs.

- \$99 for screen damage or external enclosure damage, or \$299 for other damage, plus applicable tax. please see <https://www.apple.com/support/products/mac.html> for more details

The parent would tell the Advisor that they wish to pay for the repair.

The Advisor would set up the repair.

The parent should request the Apple Dispatch number to be provided with the MacBook when the MacBook is turned in to the district for service (shipment to Apple). ensure the dispatch number is reported to 601-857-7010 or 601-857-7020).

- All boxes should be shipped to 13192 Highway 18 West, Raymond, MS 39154 **ATTN: Technology**, the box will be delivered by technology representatives who will log the device, box it up and send the device back for repair.

The Web-payment is set up to provide a secure, encrypted way for the parent to provide credit card information. This requires an email address to send the Web-payment link for customer action. Once the Web-payment is submitted, the shipping box will be sent to the specified address.

The MacBook is shipped to the Apple Depot where it is diagnosed, repairs completed, repair actions confirmed and the unit returned to the district. A replacement is shipped to 13192 Highway 18 West Raymond, MS 39154. The device is logged, HCSD asset Tag information is applied to the device, JAMF and Self Service are added to the device, the device is delivered back to the student.