WARRANTY REPAIR & SUPPORT INFORMATION FOR NUS Notebook
Tender 2009/10 (1 July 09 to 30 June 10)

For Support
If you are experiencing problems with your covered product, you may contact:

- Helpdesk Hotline : 6250-5513
- Email: eduservice.sg@sapuraglobal.com
- Hotline support hours: Mondays to Fridays: 8.30 am to 5.30 pm & Saturdays: 8.30am to 1.00pm

This plan provide 3 years telephone support from date of purchase for Mac operating system, iLife, iWork & hardware (parts & labour). A loaner unit will be provided if repair take more than 3 working days. The technical representative will diagnose the problem and may walk you through testing and recovery steps as necessary.

For Service
If the technical phone representative determines that your product needs repair, the following service options will be provided under the Warranty Plan:

- **Carry-in service**
  1) NUS IT Co-op @ YIH
     31 Kent Ridge, Yusof Ishak Hall, #01-02 Ground Level, Singapore 119078. Tel: 6773-2544
     Operating hours: Mon to Fri (9am to 5.30pm) & Sat (9am to 1pm). Closed on Sunday & Public Holiday
     A loaner unit will be provided if repair takes more than 3 working days (excluding Saturdays, Sundays and Public Holidays) and this is applicable to equipment sent to NUS IT Co-op @ YIH.
  
  2) SapuraService @ Toa Payoh
     Blk 970 Toa Payoh North, #01-01, Singapore 318992. Tel: 6484-2126
     Operating hours: Mon to Fri (9am to 5.30pm) & Sat (9am to 1pm).
     Closed on Sunday & Public Holiday

- **Drop-off point**
  
  3) SapuraService @ DigitalLife Mall (Funan)
     109 North Bridge Road, #05-44 Funan DigitaLife Mall, Singapore 179097. Tel: 6337-2993
     Operating hours: 11am to 8pm (Mon to Sat), 12pm to 7pm (Sun & Public Holidays)

**IMPORTANT NOTE:** A copy of invoice must always be accompanied with your equipment for servicing. Loaner unit need not be of the same configuration. Loaner units will not be provided if equipment is sent to drop-off points. Customers are expected to back up all their data before sending the equipment for servicing.

Limitations
Warranty does not cover:

- 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;
- Damage to the Covered Equipment caused by accident, abuse, neglect, misuse (including faulty installation, repair, or maintenance by anyone other than Apple or an Apple Authorized Service Provider), unauthorized modification, extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes;
- Covered Equipment with a serial number that has been altered, defaced or removed;
- Problems caused by a device that is not the Covered Equipment, including equipment that is not Apple-branded, whether or not purchased at the same time as the Covered Equipment;
- Service necessary to comply with the regulations of any government body or agency arising after the date of this Plan;
- The provision of replacement equipment during the period when the Covered Equipment is being repaired;
- Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to Apple in its entirety;
- Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports, that does not otherwise affect its functionality or materially impair your use;
- Consumable parts, such as batteries, unless failure has occurred due to a defect in materials and workmanship;
- Preventative maintenance on the Covered Equipment; or
- Damage to, or loss of any software or data residing or recorded in the Covered Equipment. When providing repair or replacement service, Apple 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.