

## **AppleCare Protection Plan**

### **AppleCare Protection Plan for iPod**

### **AppleCare Protection Plan for Apple Display**

### **AppleCare Protection Plan for Apple TV**

## **Terms and Conditions**

Your AppleCare Protection Plan (“APP”), AppleCare Protection Plan for iPod (“APP for iPod”), AppleCare Protection Plan for Apple Display (“APP for Apple Display”) or AppleCare Protection Plan for Apple TV (“APP for Apple TV”), (each referred to herein as the “Plan”) is governed by these Terms and Conditions and constitutes your contract with the Apple entity described in section 8 below (“Apple”). Subject to these Terms and Conditions, your Plan (i) covers defects for the Apple-branded product(s) listed in your Plan’s Certificate or Proof of Coverage document (“Plan Confirmation”) and the accessories that are contained in the product(s) original packaging (“Covered Equipment”), and (ii) provides you with access to telephone support and web-based support resources for the Covered Equipment. To obtain the Plan Confirmation you must register your Plan’s unique agreement or registration number (“Plan Agreement Number”) as described in the instructions included in the Plan’s packaging. Certain customers choosing the Auto-Registration option, where available, will automatically receive their Plan Confirmation. The duration of the Plan (“Coverage Period”) is for the period ending on the date specified in your Plan Confirmation. The price of the Plan is listed on the Plan’s original sales receipt.

### **1. Repair Coverage**

**a. Scope of Coverage.** Your coverage for defects begins on the date your Covered Equipment’s Apple hardware warranty expires and terminates at the end of the Coverage Period (“Repair Coverage Period”). Apple will provide both parts and labor, but may require you to replace certain readily installable parts yourself, as described below. Apple may provide replacement product or parts that are manufactured from parts that are new or equivalent to new in both performance and reliability. The replacement product or parts will be functionally equivalent to the replaced products or parts and will assume the remaining coverage under the Plan. The products or parts that are replaced become Apple’s property. Apple strongly advises you to record as a back up, data and software residing or recorded in the Covered Equipment, before having the Covered Equipment available for repair or replacement services. The scope of support provided to you will vary according to the Plan you purchased, as follows.

(i) Under APP, Apple covers the Covered Equipment and one compatible Apple branded display if purchased at the same time and registered with a covered Mac computer. An Apple-branded mouse and keyboard are also covered under APP if included with the Covered Equipment (or purchased with a Mac mini). An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, Time Capsule, an Apple-branded DVI to ADC display adapter Apple RAM modules and MacBook Air SuperDrive are also covered under APP if used with the compatible Covered Equipment and originally purchased by you within two (2) years from the purchase of the Covered Equipment. If during the Repair Coverage Period there is a defect in the materials or workmanship of the Covered Equipment or the other covered items described above, Apple will at its option, repair or replace the affected item.

(ii) Under APP for iPod, Apple will, at its option, repair or replace the affected Covered Equipment, if (A) during the Repair Coverage Period there is a defect in the Covered Equipment's materials or workmanship or, (B) during the Coverage Period, the capacity of the covered iPod battery to hold an electrical charge has depleted fifty (50%) percent or more from its original specification, after being fully charged and the covered iPod is playing music with all settings reset.

(iii) Under APP for Apple Display or APP for Apple TV, Apple will, at its option, repair or replace the affected Covered Equipment, if during the Repair Coverage Period there is a defect in the Covered Equipment's materials or workmanship. An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station and Time Capsule are also covered under APP for Apple TV if used with the Covered Equipment and originally purchased by you within two (2) years from the purchase of the Covered Equipment.``

**b. Limitations** The Plan does not cover:

(i) 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;

(ii) 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;

(iii) Covered Equipment with a serial number that has been altered, defaced or removed;

(iv) 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;

(v) Service necessary to comply with the regulations of any government body or agency arising after the date of this Plan;

(vi) The provision of replacement equipment during the period when the Covered Equipment is being repaired;

(vii) Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to Apple in its entirety;

(viii) Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports;

(ix) Consumable parts, such as batteries, except in respect of battery coverage under APP for iPod or unless failure has occurred due to a defect in materials and workmanship;

(x) Preventative maintenance on the Covered Equipment;

(xi) Defects caused by normal wear and tear or otherwise due to normal aging of the product; or

(xii) 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.

DURING IPOD SERVICE THE CONTENTS OF YOUR IPOD WILL BE DELETED AND

THE STORAGE MEDIA REFORMATTED. Your iPod or a replacement iPod will be returned to you as your iPod was configured when originally purchased, subject to applicable updates. Apple may install system software (“iPod OS”) updates as part of your service that will prevent the iPod from reverting to an earlier version of the iPod OS. Third party applications installed on the iPod may not be compatible or work with the iPod as a result of the iPod OS update. You will be responsible for reinstalling all other software programs, data and passwords. Recovery and reinstallation of software programs and user data are not covered under this Plan.

**c. Service Options.** Apple may provide service through one or more of the following options:

(i) Carry-in service.. Return the Covered Equipment requiring service to an Apple-owned retail store or an Apple Authorized Service Provider location offering carry-in service. Service will be performed at the location, or the store or service provider may send the Covered Equipment to an Apple repair service location to be repaired. Once you are notified that service is complete, you will promptly retrieve the product.

(ii) Onsite service is available in some countries for many desktop computers if the location of the Covered Equipment is within 50 miles/80 kilometers radius of an Apple authorized onsite service provider. Onsite service is not available for certain parts, the service for which is available under Do-It-Yourself Parts service described below. Onsite service coverage may be less in certain countries as described in section 8 below. Apple will dispatch a service technician to the location of the Covered Equipment. Service will be performed at the location, or the service technician will transport the Covered Equipment to an Apple Authorized Service Provider or Apple repair service location for repair. If the Covered Equipment is repaired at an Apple Authorized Service Provider or Apple repair service location, Apple will arrange for transportation of the Covered Equipment to your location following service. If the service technician is not granted access to the Covered Equipment at the appointed time, any further onsite visits may be subject to an additional charge.

(iii) Direct mail-in service .If Apple determines that your Covered Equipment is eligible for mail-in service, Apple will send you prepaid way bills (and if you no longer have the original packaging, Apple may send you packaging material) and you will ship the Covered Equipment to Apple’s repair service location in accordance with its instructions. Once service is complete, the Apple repair service location will return the Covered Equipment to you. Apple will pay for shipping to and from your location if all instructions are followed.

(iv) Do-It-Yourself Parts service is available in certain countries for many Covered Equipment parts, allowing you to service your own product. If Do-It-Yourself Parts service is available in the circumstances, the following process will apply.

(A) Do-It-Yourself Parts service where Apple requires return of the replaced part. Apple may require a credit card authorization as security for the retail price of the replacement part and applicable shipping costs. If you are unable to provide credit card authorization, Do-It-Yourself Parts service may not be available to you and Apple will offer alternative arrangements for service. Apple will ship you a replacement part with installation instructions and any requirements for the return of the replaced part. If you follow the instructions, Apple will cancel the credit card authorization, so you will not be charged for the part and shipping to and from your location. If you fail to return the replaced part as instructed or return a replaced part that is ineligible for service, Apple will charge the credit card for the authorized amount.

(B) Do-It-Yourself Parts service where Apple does not require return of the replaced part. Apple will ship you free of charge a replacement part accompanied by instructions on installation and any requirements for the disposal of the replaced part.

(C) Apple is not responsible for any labor costs you incur relating to Do-It-Yourself Parts service. Should you require further assistance, contact Apple at the telephone numbers listed in the AppleCare Quick Reference Guide (“Guide”). The Guide is included in the Plan’s packaging.

Apple reserves the right to change the method by which Apple may provide repair or replacement service to you, and your Covered Equipment’s eligibility to receive a particular method of service, including but not limited to onsite service at any time. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Apple may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

#### **d. Obtaining Repair or Replacement Service**

To obtain service under this Plan, access the Apple website or call the telephone numbers listed in the Guide. Telephone numbers may vary according to your location. When accessing the website, follow the instructions for requesting repair service provided by Apple. If calling, an Apple technical support representative will answer, request your Plan Agreement Number or Covered Equipment serial number, advise you and determine what service is necessary for the Covered Equipment. All service is subject to Apple’s prior approval. Location of service may vary due to your location. Keep your Plan Confirmation document and the original sales receipt for your Covered Equipment and your Plan. Proof of purchase may be required if there is any question as to your product’s eligibility for Plan coverage.

## **2. Technical Support**

**a. Telephone and Web Support.** Your eligibility for technical support begins on the date your Covered Equipment’s complimentary technical support expires or the date your Coverage Period begins, whichever is later, and terminates at the end of the Coverage Period (“Technical Coverage Period”). During the Technical Coverage Period Apple will provide you with access to telephone technical support and web-based technical support resources. Technical support may include assistance with installation, launch, configuration, troubleshooting, and recovery (except for data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware repairs are required. The scope of technical support provided to you will vary according to the Plan you purchased, as follows.

(i) Under APP, Apple will provide technical support for the Covered Equipment, Apple’s operating system software (“Mac OS”) and Apple-branded consumer applications pre-installed with the Covered Equipment (“Consumer Software”). Apple will provide support for the then-current version of the Mac OS and Consumer Software, and the prior Major Release. For purposes of this section, “Major Release” means a significant version of software that is commercially released by Apple in a release number format such as “1.0” or “2.0” and which is not in beta or pre-release form.

(ii) Under APP for iPod, Apple will provide technical support for the Covered Equipment, iPod OS and software applications that are pre-installed with the Covered Equipment

(both referred to as "iPod Software") and connectivity issues between the Covered Equipment and a supported computer, meaning a computer that meets the Covered Equipment's connectivity specifications and runs an operating system that is supported by the Covered Equipment. Apple will provide support for the then-current version of the iPod Software and the prior supported Major Release.

(iii) Under APP for Apple Display, Apple will provide technical support for the Covered Equipment and connectivity issues between the Covered Equipment and a supported computer, meaning a computer that meets the Covered Equipment's connectivity specifications and runs an operating system that is supported by the Covered Equipment. Apple will provide support for the then-current version of the operating system that it provides connectivity assistance for under APP for Apple Display, and the prior supported Major Release.

(iv) Under APP for Apple TV, Apple will provide technical support for the Covered Equipment, software applications that are pre-installed with the Covered Equipment ("Apple TV Software") and connectivity issues between the Covered Equipment, a supported computer and a supported television. Apple will provide support for the then-current version of the Apple TV Software and the prior supported Major Release. For purposes of this section, a "supported computer" means a computer that meets the Covered Equipment's connectivity specifications and runs an operating system that is supported by the Covered Equipment, and a "supported television" means a television that meets the Covered Equipment's connectivity specifications.

**b. Limitations.** The Plan does not cover:

- (i) Your use of the Mac OS and Consumer Software as server-based applications;
- (ii) Issues that could be resolved by upgrading software to the then current version;
- (iii) Your use of or modification to the Covered Equipment, the Mac OS, iPod Software, Apple TV Software or Consumer Software in a manner for which the Covered Equipment or software is not intended to be used or modified;
- (iv) Third-party products or their effects on or interactions with the Covered Equipment, the Mac OS, iPod Software, Apple TV Software or Consumer Software;
- (v) Your use of a computer or operating system under APP for iPod that is unrelated to iPod Software or connectivity issues with the Covered Equipment;
- (vi) Your use of a computer or operating system under APP for Apple Display that is unrelated to connectivity issues with the Covered Equipment;
- (vii) Your use of a computer or operating system under APP for Apple TV that is unrelated to Apple TV Software or connectivity issues with the Covered Equipment;
- (viii) Apple software other than the Mac OS, iPod Software, Apple TV Software or Consumer Software as covered under the applicable Plan;
- (ix) Mac OS software for servers;
- (x) Mac OS software or any Apple-branded software designated as "beta", "prerelease," or "preview" or similarly labeled software;
- (xi) Third-party web browsers, email applications, and Internet service provider software, or the Mac OS configurations necessary for their use, or
- (xii) Damage to, or loss of any software or data residing or recorded in the Covered Equipment.

**c. Obtaining Technical Support**

You may obtain technical support by calling the telephone numbers listed in the Guide. The Apple technical support representative will provide you technical support. Apple's

hours of service are listed in the Guide. Apple reserves the right to change its hours of technical service and telephone numbers at any time. Web-based support resources are offered to you at the Apple website listed in the Guide.

### **3. Your Responsibilities**

To receive service or support under the Plan, you agree to comply with the following:

- a. Provide your Plan Agreement Number and serial number of the Covered Equipment;
- b. Provide information about the symptoms and causes of the problems with the Covered Equipment;
- c. Respond to requests for information, including but not limited to the Covered Equipment serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Covered Equipment, any error messages displayed, actions taken before the Covered Equipment experienced the issue and steps taken to resolve the issue;
- d. Follow instructions Apple gives you, including but not limited to refraining from sending Apple products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with shipping instructions; and
- e. Update software to currently published releases prior to seeking service.

### **4. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, APPLE AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER 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 APPLE'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF APPLE AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE PLAN. APPLE 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 (ii) MAINTAIN THE CONFIDENTIALITY OF DATA.

FOR CONSUMERS IN JURISDICTIONS WHO HAVE THE BENEFIT OF CONSUMER PROTECTION LAWS OR REGULATIONS, THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER SUCH LAWS AND REGULATIONS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, APPLE'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE.

### **5. Cancellation**

You may cancel this Plan at any time for any reason. If you decide to cancel either call Apple at the telephone numbers listed in the Guide, or send or fax, where available, written notice with your Plan Agreement Number to the location appropriate to your country of purchase listed in Section 8 below. A copy of the Plan's original proof of purchase must accompany your notice. Unless local law provides otherwise, if you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than thirty (30) days after your

receipt of this Plan, you will receive a pro rata refund of the original purchase price, based on the percentage of unexpired Coverage Period, less (a) the applicable cancellation fee listed in section 8 below or ten percent (10%) of the pro-rata amount, whichever is less, and (b) the value of any service provided to you under the Plan. Unless applicable local law provides otherwise, Apple may cancel this Plan if service parts for the Covered Equipment become unavailable, upon thirty (30) days' prior written notice. If Apple cancels this Plan, you will receive a pro-rata refund for the Plan's unexpired term. Some countries, states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This Plan gives you specific legal rights, and you may also have other rights that vary by country, state or province.

## **6. Transfer of Plan**

Subject to the restrictions set forth below, if you purchased the Plan in any of the countries listed in Section 8, you may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (a) the transfer must include the original Proof of Purchase, the Plan's Certificate and all of the Plan's packaging material, including printed materials and these Terms and Conditions; (b) you notify Apple of the transfer by sending or faxing, where available, notice of transfer to the location appropriate to your country of purchase as listed in Section 8 below; and (c) the party receiving the Plan reads and agrees to accept the Terms and Conditions of the Plan. When notifying Apple of the transfer of the Plan you must provide the Plan Agreement Number, the serial numbers of the Covered Equipment being transferred, and the name, address, telephone number and email address of the new owner.

## **7. General Terms**

- a. Apple 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. Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside Apple's reasonable control.
- c. You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- d. This Plan is offered and valid only in the countries listed in Section 8 below. This Plan is not offered to persons who have not reached the age of majority. This Plan is not available where prohibited by law.
- e. In carrying out its obligations Apple may, at its discretion and solely for the purposes of monitoring the quality of Apple's response, record part or all of the calls between you and Apple.
- f. You agree that any information or data disclosed to Apple under this Plan is not confidential or proprietary to you. Furthermore, you agree that Apple may collect and process your data when it provides service or confirms compliance with applicable laws. This may include transferring your data to affiliated companies or service providers located in countries where data protection laws may be less comprehensive than your country of residence, including but not limited to Australia, Canada, countries of the European Union, India, Japan, the People's Republic of China and the U.S.
- g. Apple has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Apple regarding the processing of data, and Apple will seek to

comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. 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 Apple at the telephone numbers provided.

h. Apple will protect your information in accordance with Apple Customer Privacy Policy available at URL [www.apple.com/legal/warranty/privacy](http://www.apple.com/legal/warranty/privacy). If you wish to have access to the information that Apple holds concerning you or if you want to make changes, access URL [www.apple.com/contact/myinfo](http://www.apple.com/contact/myinfo) to update your personal contact preferences.

i. The Terms and Conditions of this Plan prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's entire understanding with respect to the Plan.

j. Apple is not obligated to renew this Plan. If Apple does offer a renewal, it will determine the price and terms.

k. To the extent permitted by law there is no informal dispute settlement process available under this Plan.

l. The Plan's financial and legal obligor is the Apple entity appropriate to your country of purchase listed in section 8 below.

m. The laws of the country that shall be the relevant law of this Plan are listed in section 8 below.

## **8. Country Variations**

The following country variations will control if inconsistent with any provision of this Plan:

a) Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, Guam, Indonesia, Laos, Singapore, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka and Vietnam: Parties to Contract – Apple South Asia Pte. Ltd. Of 7 Ang Mo Kio Street 64, Singapore, 569086 (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple South Asia Pte. Ltd of 7 Ang Mo Kio Street 64, Singapore 569086. If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of \$45 (Singapore Dollars) or 10 per cent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple South Asia Pte. Ltd. of 7 Ang Mo Kio Street 64, Singapore 569086. General terms (Section 7) – This plan is offered and valid only in Bangladesh, Cambodia, Guam, Indonesia, Laos, Singapore, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka and Vietnam. The laws of the Republic of Singapore govern this plan.

b) Hong Kong: Parties to Contract – Apple Asia Limited of 2401 Tower One, Times Square, Causeway Bay, Hong Kong (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Asia Limited of 2401 Tower One, Times Square, Causeway Bay, Hong Kong. If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of \$195 (Hong Kong Dollars) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Asia Limited of 2401 Tower One, Times Square, Causeway Bay, Hong Kong. General Terms (Section 7) – This plan is offered and valid only in Hong Kong. The laws of the Special Administrative Region of Hong Kong govern this Plan.

c) Australia, Fiji, Papua New Guinea and Vanuatu: For Australian Consumers - The rights described in this policy in respect of returns, refunds and warranties are in addition to the statutory rights to which you may be entitled under the Consumer and Competition Act 2010 and other applicable Australian consumer protection laws and regulations. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Parties to Contract – Apple Pty Limited at PO Box A2629, Sydney South, NSW , 1235 (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Pty Limited at PO Box A2629, Sydney South, NSW 1235. If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan’s original purchase price, less (i) a cancellation fee of \$50 (Australia Dollars) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Pty Limited at PO Box A2629, Sydney South, NSW, 1235. General Terms (Section 7) – This plan is offered and valid only in Australia, Fiji, Papua New Guinea and Vanuatu. The laws of New South Wales govern this Plan.

d) New Zealand: Parties to Contract – Apple Pty Limited at PO Box A2629, Sydney South, NSW 1235. (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Pty Limited at PO Box A2629, Sydney South, NSW 1235. If you cancel more than 30 days after your receipt of this Plan, you will received a pro-rata refund of the Plan’s original purchase price, less (i) a cancellation fee of \$50 (New Zealand Dollars) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Pty Limited at PO Box A2629, Sydney South, NSW 1235. General Terms (Section 7) – This plan is offered and valid only in New Zealand. The laws of New South Wales govern this plan.

e) India: Parties to Contract – Apple India Private Ltd at 19<sup>th</sup> Floor, Concorde Tower C, UB City No. 24, Vittal Mallya Road, Bangalore 560-001, India (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple India Private Ltd at 19<sup>th</sup> Floor, Concorde Tower C, UB City No. 24, Vittal Mallya Road, Bangalore 560-001, India. If you cancel more than 30 days after your receipt of this Plan, you will received a pro-rata refund of the Plan’s original purchase price, less (i) a cancellation fee of 1,300 INR (India Rupees) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple India Private Ltd at 19<sup>th</sup> Floor, Concorde Tower C, UB City No. 24, Vittal Mallya Road, Bangalore 560-001, India. General Terms (Section 7) – This plan is offered and valid only in India. The laws of the Republic of India govern this plan.

f) Republic of Korea: Parties to Contract – Apple Korea Limited at 3201 ASEM Tower, 159 Samsung-Dong, Gangnam-Gu, Seoul 135-798, Korea (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Computer Korea Limited at 3201 ASEM Tower, 159 Samsung-Dong, Kangnam-Ku, Seoul 135-090, Korea. If you cancel more than 30 days after your receipt of this

Plan, you will received a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of 32,000 SKW (South Korea Won) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Computer Korea Limited at 3201 ASEM Tower, 159 Samsung-Dong, Kangnam-Ku, Seoul 135-090, Korea. General Terms (Section 7) – This plan is offered and valid only in the Republic of Korea. The laws of the Republic of Korea govern this plan.

g) China: Parties to Contract – Room 1815, Tomson International Trade Building, No. 1, Ji Long Road, Wai Gao Qiao Free Trade Zone, Shanghai, P.R.C. (“Apple”). Repair or Replacement Service Provided (Section 1c(ii)) - Onsite service is available for many desktop computers if the location of the Covered Equipment is within 30 kilometers radius of an Apple authorized onsite service provider located in China. Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Computer Trading (Shanghai) Co. Ltd at Plaza 66 office. 45F Plaza 66, 1266 Nanjing West Road, Jing An District, Shanghai 200040, P.R.C. If you cancel more than 30 days after your receipt of this Plan, you will received a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of 220 CNY (China Yuan Renminbi ) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Computer Trading (Shanghai) Co. Ltd at Plaza 66 office. 45F Plaza 66, 1266 Nanjing West Road, Jing An District, Shanghai 200040, P.R.C. General Terms (Section 7) – This plan is offered and valid only in China. The laws of the People's Republic of China govern this plan.

h) Taiwan: Parties to Contract – Apple Asia Limited Liability Company Taiwan Branch at 16A No 333 Tun Hwa South Road, Sec 2 Taipei Taiwan (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple Asia Limited Liability Company Taiwan Branch 16A No 333 Tun Hwa South Road, Sec 2 Taipei Taiwan. If you cancel more than 30 days after your receipt of this Plan, you will received a pro-rata refund of the Plan's original purchase price, less (i) a cancellation fee of \$900 TWD (Taiwan New Dollars) or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) – Transfer by sending written notice to AppleCare Administration, Apple Asia Limited Liability Company Taiwan Branch at 16A No 333 Tun Hwa South Road, Sec 2 Taipei Taiwan. General Terms (Section 7) – This plan is offered and valid only in Taiwan. The laws of the Republic of China govern this plan.

i. Thailand: Parties to Contract – Apple South Asia (Thailand) Limited at 25th Floor, Suite B2, Siam Tower, 989 Rama 1 Road, Pataumwan, Bangkok, 10330 (“Apple”). Cancellation (Section 5) – Cancel by sending written notice to AppleCare Administration, Apple South Asia (Thailand) Limited at 25th Floor, Suite B2, Siam Tower, 989 Rama 1 Road, Pataumwan, Bangkok, 10330. If you cancel more than 30 days after your receipt of this Plan, you will receive a pro rata refund of the Plan's original purchase price, less (i) a cancellation fee of 1000 Baht or 10 percent of the pro-rata amount, whichever is less and (ii) the value of any service provided to you under the Plan. Transfer (Section 6) -- Transfer by sending written notice to AppleCare Administration, Apple South Asia (Thailand) Limited at 25th Floor, Suite B2, Siam Tower, 989 Rama 1 Road, Pataumwan,

Bangkok, 10330. General Terms (Section 7) -- This plan is offered and valid only in Thailand. The laws of Thailand govern this Plan

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