

AppleCare Services

Service and support from the people who know your iPhone best



AppleCare Services (ACS)

Brought to India by Servify

Apple and Servify together bring to you a protection Plan designed for iPhone – AppleCare Services (ACS).

- Priority access to Apple experts via chat or phone
- Software support for iOS, iCloud, and Apple-branded iPhone apps
- Hardware coverage for your iPhone, battery, and included earphones and accessories
- Apple-certified repair or replacement
- Service at Apple Authorised Service Providers world wide
- Accidental damage coverage (drops, spills, cracks)



Apple-certified service and support coverage



Priority access to technical support



Battery service coverage

Why Opt for ACS?



- India's first AppleCare powered Accidental Protection Plan for iPhone
- **Ease of Activation:** No lengthy insurance related processes, physical documentation or multiple approval processes, only customer name, mobile number, serial number and email id required for plan activation. Exactly similar customer data required like AppleCare Protection Plan



- Worldwide coverage at all Apple Authorised Service Provider locations
- Service and Support from people who know iPhone best

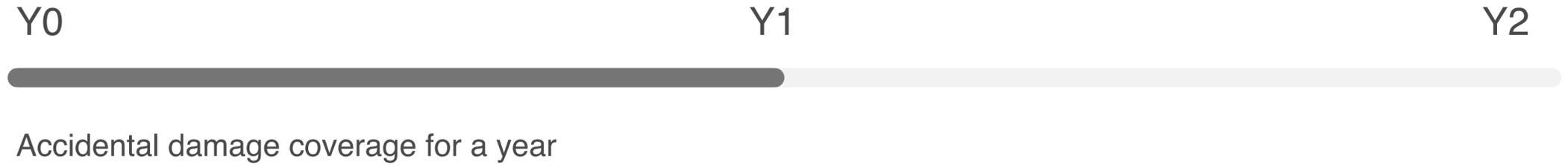


- Covers accessories contained in the original packaging
- Covers battery service

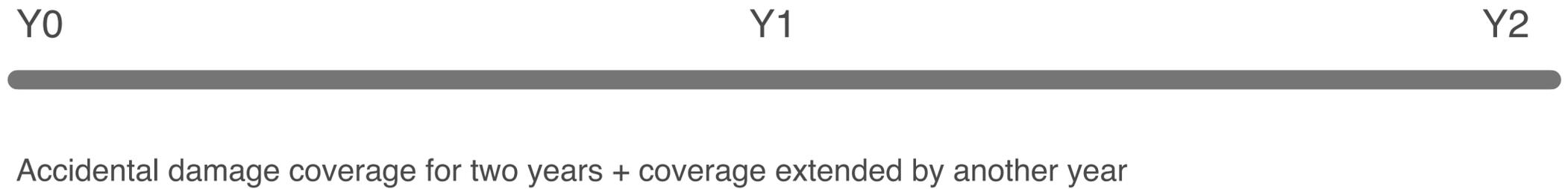


Plan type and coverage details

AppleCare Services
(1 Year)



AppleCare Services
(2 Years)



Option A: 1 Year Damage Protection



Limited Warranty



Telephonic Support



Damage Protection

Option B: 2 Year Damage Protection & 1 Yr. EW



Limited Warranty



Telephonic Support



Damage Protection





Processing fees

Covered Device and Plan Processing Fees	iPhone 8, iPhone 7 and iPhone 6S	iPhone 11, iPhone XR, iPhone 8 Plus, iPhone 7 Plus and iPhone 6S Plus	iPhone 11 Pro Max, iPhone 11 Pro, iPhone XS Max, iPhone XS and iPhone X
Processing Fee for Screen Replacement	INR 2499#	INR 2499#	INR 2499#
Processing Fee for all other Repairs	INR 8499#	INR 8499#	INR 8499#

#Prices include GST

Competition can't even come close



Genuine AppleCare Product

- The only Damage Protection Plan sold by Apple in India
- No lengthy insurance related processes, no physical documentation and no multiple approval process



Competitive Pricing

- Better Customer Prices than competition
- Extended Warranty (EW) included in the 2 Year plan; no competitors offer EW coverage included



Worldwide Coverage

- Worldwide coverage at all Apple Authorised Service Provider locations
- Service and Support from people who know iPhone best



Battery and accessories covered

- Only Protection plan that covers accessories sold with the device
- Only Protection plan that covers battery service

How to obtain service and support?

STEP 1

Visit locate.apple.com to find an Apple Authorised Service Provider near you

STEP 2

Pay the **Processing Fee (if applicable)** for the nature of **Service being availed**

STEP 3

Follow the instructions provided by the Apple Authorised Service Provider to get your iPhone repaired or replaced



Frequently Asked Questions

- **How much will the customer have to pay for repairing his/her iPhone under AppleCare Services?**

Standard deductible (handling fee) during a Service/Claim incident	
Type of Issues	Handling fee in INR + Taxes
Mechanical Failure	Nil
Electrical Failure	Nil
Technical Support and Software support	Nil
Screen Damage only	INR 2499
All other damages/replacements	INR 8499