



Authorised Service Provider

MAIL-IN SRO INTAKE

Service: (09) 486 1494
Email: service@istorenz.com
Service Department Open: Monday - Friday 9am - 5pm

Track your repair at www.istorenz.com
Simply create an account on our website with the email address you gave on this form.

Courier your item(s) with this completed form AND a signed service conditions and terms page to:
iStore - 61 Hurstmere Road, Takapuna, Auckland 0622

Name: Contact Number: Email Address:
Physical Address:

Item Description: Additional Items Included:
Serial Number:

Fault Description:

Mac Details iOS Details
Admin Account Password: Apple ID Email:
Account Name: Apple ID Password:
iOS Passcode:

Contact & Backup Options:
Preferred form of contact for service updates: Data recovery / migration:
(Tick one or more) (If applicable)
TXT Mobile Phone I do not require data recovery / migration.
Email Land Line Call I require data recovery / migration (Labour charges will apply)

Acceptance:
You agree by signing below you have received and accepted the conditions and terms of service (To be signed and accompany this intake form), your contact details above are correct and the item(s) noted on this Mail-In SRO intake form have been mailed in for service to iStore New Zealand Limited.
Name: Signature: Date:

iStore New Zealand Limited Terms and Conditions of Service for all "SRO" Service Requests

Service Terms and Conditions:

These terms and conditions apply to all service work undertaken on behalf of the undersigned ("Client") by iStore New Zealand Limited ("iStore") or its employees, contractors or related companies.

A minimum half hour fee applies to all requests for diagnosis of a computer's problems unless covered by Apple's manufacturer warranty or variable warranty. iStore New Zealand Limited will provide an estimate of the work that is required to resolve the problem. However, in order to avoid ordering and charging you for unnecessary replacement parts, if there is a problem that may have arisen from more than one part being faulty, we will first order the part most likely to be causing the problem (if applicable, as specified in Apple's Service Procedures) and will only include this part and the associated labour in our estimate. If changing the first part does not resolve the problem, additional parts may need to be ordered. You will be notified of this situation prior to any parts being ordered or any further work being done.

Service parts or replacements are new or equivalent to new in performance and reliability. Software related issues are not covered under Apple Warranty and service charges will apply. We will contact you in the event of software issues and advise of the cost for repair. If during the course of a repair an unrelated part fails due to normal wear and tear, any damage or any pre existing condition (such as a dry solder) iStore New Zealand Limited is not liable for such damage. iStore New Zealand Limited will provide a further estimate of the cost to replace the additional parts (including the cost of parts and labour). The replacement product or part(s) fitted for all service jobs is warranted to be free from defects for 90 days from the date of service or for the remaining period of your original product coverage, whichever is longer.

All turn around times quoted by any agents, employees, franchises or subcontractors of iStore New Zealand Limited are estimations and are subject to change at any time without notice. iStore holds the right to not proceed with any work until written confirmation has been obtained by the client, whether this be in the form of a signed quote (signed in-store) or written acceptance via e-mail. iStore holds the right to refuse service for devices that show signs of un-authorized modification, tampering or repair. All devices must contain original OEM parts. If evidence of un-authorized modification, tampering or repair is found by our technicians, the client accepts that iStore may charge an assessment fee to cover time spent inspecting device.

All service work is undertaken with the assumption that appropriate backups have been made. If this is not the case, please let us know. We are not responsible for any data lost. If data recovery is requested by the client, service fees will apply regardless of the warranty status. Data recovery is not always possible dependant on the type of hardware failure and device, this will be advised by the iStore technicians upon attempting data recovery. You authorise us to run diagnostics on your machine including Apple diagnostics and acknowledge that anonymous system information concerning your machine may be sent to Apple. Any Apple service work may also be subject to Apple's terms and conditions.

We may hold your item until such time as all service charges and other outstanding invoices have been paid in full. If your item(s) has not been picked up after our communication to do so (including a phone call and/or phone message and/or email and/or SMS message) for over 3 months, iStore holds the right to dispose of your item(s).

The following requested personal information (name, address, telephone number, email address and admin account passwords or passcode) are necessary to proceed with the request for service. Your email address shall be transferred to Apple for the purpose of submitting to you a survey on your satisfaction for this service. All information will be treated by Apple and iStore in accordance with Apple's Privacy Policy (www.apple.com/legal/privacy) and will never be used for marketing purposes. By providing your email address you consent to this transfer and use by Apple for this purpose. All service work is also subject to iStore New Zealand Limited's terms of trade which can be accessed at www.istorenz.com.

Out Of Warranty Repair Request (Above Service Terms and Conditions still applicable)

The undersigned ("Client") has requested that iStore New Zealand Limited ("iStore") perform out of warranty labour on the Client's hardware. iStore has advised the Client that the fault may be due to a number of issues. iStore will follow Apple Service guidelines based on a diagnosis of the fault however that fault can not always be absolutely determined without attempting to replace parts that may or may not be faulty.

Accordingly the Client acknowledges that:

1. There is no guarantee that the repair will result in the reported fault being rectified.
2. The Client has been advised that iStore will attempt to repair the machine by replacing the part most likely to have failed in accordance with Apple Service guidelines and/or in the discretion of the technician.
3. If the replacement of a part does not repair the machine, the Client will still be responsible for paying for the part and the associated labour to replace the part.
4. In the event that the replacement of a part does not repair the machine, iStore will seek the client's permission before replacing any additional parts.
5. iStore shall not be held liable and the Client releases iStore from any liability in respect of the hardware or any parts thereof failing or being damaged as a result of performing the labour at the Client's request.
6. iStore provides no express or implied guarantee or warranty in respect of the labour whatsoever.
7. The Client shall have no right of redress against iStore as a result of the labour being performed. The Client agrees to pay a \$90.00 Diagnostic Fee upon the service request. This is non refundable.

Data Migration:

Most migrations are successful, however we may run into complications. We cannot guarantee complete migrations of all data in its entirety. This may mean certain data may not come across including emails and contacts. No Applications or software can be migrated from a PC. Applications may need to be re-activated or re-installed for a Mac. If you are coming from an older Mac, please make sure all your Applications are up to date and are at least Universal. Any PPC only applications will not run on new Macs. Please make sure your PC is running XP SP3 or later (Windows 7 or later is preferred) and run all updates prior to Migration. Migrations must be completed in-store at iStore. Estimated turn around for migrations is 1-3 working days (Subject to change during the migration).

Diagnostic and Assessment Fees:

\$10 iPhone Assessment Fee: For all iPhone repairs a \$10 assessment/inspection fee will be added to your job. This fee is payable if a repair or replacement is not facilitated by iStore as a result of 3rd party modifications or repairs, if a quote for repair/replacement is declined or no fault is found with your device.

\$90 Diagnostic Fee: For out of warranty machines iStore requires this diagnostic fee to be paid up front as a bond for repair (unless otherwise stated by iStore). If you accept the quote for the repair, this fee will be subtracted from the total cost of the repair. If you do not wish to proceed with the repair, a diagnostic fee is payable.

\$90 Insurance Assessment Fee: For an Insurance assessment, we require a valid claim number and contact email address. We also require this insurance assessment fee to be paid up front, in most cases this will be reimbursed by your insurance company.

For current labour rates and other applicable fees please see the information on the front counter or check www.istorenz.com/service.

Acceptance:

I agree to be contacted by Apple regarding the service process unless I have checked the following box: I do not wish to be contacted by Apple about the service process.

By signing below I agree to the above terms and conditions of service and accept the item(s) noted on the attached and signed SRO intake form have been handed in for service to iStore New Zealand Limited:

Name: _____ Signature: _____ Date: ____/____/____