

Apple Care Repair Process

Note: Before calling make sure you have your serial number ready.

Education Customers

Support: 1-800-800-2775

- 1). Contact Apple Support using number above to get your equipment repaired. When speaking with Apple Customer Support make sure of the following:
 - a. You receive some type of repair authorization number.
 - b. Take the name and email address of the person you spoke with.
 - c. Ask if there is an estimated cost for the repair.
 - d. Let them know your university will be issuing a purchase order for this repair.
 - e. Upon request of the Apple Care representative if they should ask for PVAMU LTSA# (Limited terms service account) number, please provide them with this number: **607412**.
- 2). Enter a requisition for the estimate cost of repair. Make sure you include in your description the repair authorization number.
- 3). Once a purchase order has been sent to Apple, you should also see a copy be sent to the person you spoke with and a copy to you for your files.
- 4). Apple should contact you with further instructions on sending the item to them for repair. Apple will coordinate the remainder of the repair process.