



# iMac

Important Product  
Information Guide

This *Important Product Information Guide* contains safety, handling, disposal and recycling, regulatory, and software license information, as well as the one-year limited warranty for your iMac. Your iMac model might not include all of the features described in this document.



Read all safety information and operating instructions below before using iMac to avoid injury. For a downloadable version of the iMac Quick Start guide and the latest version of this *Important Product Information Guide*, visit: [support.apple.com/manuals/imac](https://support.apple.com/manuals/imac)

## Important Safety and Handling Information

**WARNING:** Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to iMac or other property.

**Proper handling** Set up your iMac on a stable work surface. Never push objects into the ventilation openings.

**Water and wet locations** Keep your iMac away from sources of liquid, such as drinks, washbasins, bathtubs, shower stalls, and so on. Protect your iMac from dampness or wet weather, such as rain, snow, and fog.

**Power** Unplug the power cord (by pulling the plug, not the cord) and disconnect the ethernet cable or phone cord if any of the following conditions exist:

- The power cord or plug becomes frayed or otherwise damaged
- You spill something into the case
- Your iMac is exposed to rain or excess moisture
- Your iMac has been dropped or the case has been damaged
- You suspect that your iMac needs service or repair
- You want to clean the case (use only the recommended procedure described later in this document)

**Important:** The only way to turn off power completely is to unplug the power cord. Make sure at least one end of the power cord is within easy reach so that you can unplug your iMac when you need to.

### Power specifications

- *Voltage:* 100 to 240 V AC
- *Current:* 3 A, maximum
- *Frequency:* 50 to 60 Hz

**WARNING:** Your AC cord has a three-wire grounding plug (a plug that has a third, grounding pin). This plug fits only a grounded AC outlet. If you are unable to insert the plug into an outlet because the outlet isn't grounded, contact a licensed electrician to replace the outlet with a properly grounded outlet. Do not defeat the purpose of the grounding plug.

**Hearing damage** Permanent hearing loss may occur if earbuds or headphones are used at high volume. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use earbuds or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

**High-risk activities** This computer is not intended for use in the operation of nuclear facilities, aircraft navigation or communications systems, air traffic control systems, or any other uses where a failure of the computer system could lead to death, personal injury, or severe environmental damage.

**Operating environment** Operating your iMac outside these ranges may affect performance:

*Operating temperature:* 50° to 95° F (10° to 35° C)

*Storage temperature:* -4° to 113° F (-20° to 45° C)

*Relative humidity:* 5% to 90% (noncondensing)

*Operating altitude:* 0 to 10,000 feet (0 to 3048 meters)

Do not operate your iMac in areas with significant amounts of airborne dust, or smoke from cigarettes, cigars, ashtrays, stoves, or fireplaces, or near an ultrasonic humidifier using unfiltered tap water. Tiny airborne particles produced by smoking, cooking, burning, or using an ultrasonic humidifier with unfiltered water may, in rare instances, enter the ventilation openings of your iMac and, under certain conditions, result in a slight haze on the inside surface of the glass panel that covers the iMac display.

**Turning on your iMac** Never turn on your iMac unless all of its internal and external parts are in place. Operating your iMac when parts are missing may be dangerous and may damage your iMac.

**Carrying your iMac** Before you lift or reposition your iMac, shut it down and disconnect all cables and cords connected to it. To lift your iMac, hold its sides.

**Using connectors and ports** Never force a connector into a port. When connecting a device, make sure the port is free of debris, that the connector matches the port, and that you have positioned the connector correctly in relation to the port.

**Storing your iMac** If you are going to store your iMac for an extended period of time, keep it in a cool location (ideally, 71° F or 22° C).

## Do Not Make Repairs Yourself

Your iMac doesn't have any user-serviceable parts. Do not attempt to open your iMac. If your iMac needs service, contact an Apple Authorized Service Provider or Apple for service.

If you open your iMac or install items, you risk damaging your equipment. Such damage isn't covered by the limited warranty on your iMac.

**WARNING:** Never push objects of any kind into this product through the ventilation openings in the case. Doing so may be dangerous and damage your computer.

## Cleaning your iMac

Follow these guidelines when cleaning the outside of your iMac and its components:

- Shut down your iMac and disconnect all cables.
- Use a damp, soft, lint-free cloth to clean the exterior of your iMac. Avoid getting moisture in any openings. Do not spray liquid directly on your iMac.
- Don't use aerosol sprays, solvents, or abrasives.

## Cleaning Your iMac Display

Use a clean, soft, lint-free cloth to clean the display.

To clean your iMac display, do the following:

- Shut down your iMac and disconnect all cables.
- Dampen a clean, soft, lint-free cloth with water only, and then wipe the screen. Do not spray liquid directly on the screen.

## Cleaning Your Mouse

To clean the outside of your mouse, use a lint-free cloth that's been lightly moistened with water. Don't get moisture in any openings or use aerosol sprays, solvents, or abrasives.

## Understanding Ergonomics

Here are some tips for setting up a healthy work environment.

### Keyboard

When you use the keyboard, your shoulders should be relaxed. Your upper arm and forearm should form an approximate right angle, with your wrist and hand in roughly a straight line.

Change hand positions often to avoid fatigue. Some computer users might develop discomfort in their hands, wrists, or arms after intensive work without breaks. If you begin to develop chronic pain or discomfort in your hands, wrists, or arms, consult a qualified health specialist.

### Mouse

Position the mouse at the same height as the keyboard and within a comfortable reach.

### Chair

An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet are flat on the floor. The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest to fit your body properly.

You might have to raise your chair so that your forearms and hands are at the proper angle to the keyboard. If this makes it impossible to rest your feet flat on the floor, you can use a footrest with adjustable height and tilt to make up for any gap between the floor and your feet. Or you can lower the desktop to eliminate the need for a footrest. Another option is to use a desk with a keyboard tray that's lower than the regular work surface.

### Display

Arrange the display so that the top of the screen is slightly below eye level when you're sitting at the keyboard. The best distance from your eyes to the screen is up to you, although most people seem to prefer 18 to 28 inches (45 to 70 cm).

Position the display to minimize glare and reflections on the screen from overhead lights and nearby windows. The stand lets you set the display at the best angle for viewing, helping to reduce or eliminate glare from lighting sources you can't move.

More information about ergonomics is available on the web: [www.apple.com/about/ergonomics](http://www.apple.com/about/ergonomics)

## Apple and the Environment

Apple Inc. recognizes its responsibility to minimize the environmental impacts of its operations and products.

More information is available on the web: [www.apple.com/environment](http://www.apple.com/environment)

## Learning More, Service, and Support

Do not attempt to open your iMac. If you need service, contact Apple or take your iMac to an Apple Authorized Service Provider. You can find more information about your iMac through Help Center, online resources, System Information, and Apple Hardware Test.

### Help Center

You can often find answers to your questions, as well as instructions and troubleshooting information, in Help Center on your Mac. Click the Finder icon, click Help in the menu bar, and choose Help Center.

### Online Resources

For online service and support information, go to [www.apple.com/support](http://www.apple.com/support) and choose your country from the pop-up menu. You can search the AppleCare Knowledge Base, check for software updates, or get help from Apple's discussion forums.

### System Information

To get information about your iMac, use System Information. It shows you what hardware and software is installed, the serial number and operating system version, how much memory is installed, and more. To open System Information, choose Apple () > About This Mac from the menu bar and then click More Info.

### Apple Hardware Test

You can use the Apple Hardware Test (AHT) application to help determine if there's a problem with one of the computer's components, such as the memory or processor.

**To use Apple Hardware Test:** Disconnect all external devices from your computer, except the keyboard and mouse. If you have an Ethernet cable connected, disconnect it. Restart your computer while holding down the D key. When the AHT chooser screen appears, select the language for your location. Press the Return key or click the right arrow button. When the AHT main screen appears (after about 45 seconds), follow the onscreen instructions. If AHT detects a problem, it displays an error code. Make a note of the error code before pursuing support options. If AHT doesn't detect a hardware failure, the problem might be software related.

**Important:** If Apple Hardware Test doesn't appear after restarting, hold down the Command (⌘), Option, and D keys and restart the computer to access Apple Hardware Test from the Internet. Be sure to reconnect your Ethernet cable. Your computer must be connected to a network that has access to the Internet.

## AppleCare Service and Support

Your iMac comes with 90 days of technical support and one year of hardware repair warranty coverage at an Apple Retail Store or an Apple-authorized repair center, such as an Apple Authorized Service Provider. You can extend your coverage by purchasing the AppleCare Protection Plan. For information, visit [www.apple.com/support/products](http://www.apple.com/support/products) or visit the website address for your country listed later in this section.

If you need assistance, AppleCare telephone support representatives can help you with installing and opening applications, and troubleshooting. Call the support center number nearest you (the first 90 days are complimentary). Have the purchase date and your iMac serial number ready when you call.

Your 90 days of complimentary telephone support begins on the date of purchase.

United States: 1-800-275-2273

[www.apple.com/support](http://www.apple.com/support)

Australia: (61) 1-300-321-456

[www.apple.com/au/support](http://www.apple.com/au/support)

Canada: 1-800-263-3394

(English) [www.apple.com/ca/support](http://www.apple.com/ca/support)

(French) [www.apple.com/ca/fr/support](http://www.apple.com/ca/fr/support)

Ireland: (353) 1850 946 191

[www.apple.com/ie/support](http://www.apple.com/ie/support)

New Zealand: 00800-7666-7666

[www.apple.com/nz/support](http://www.apple.com/nz/support)

United Kingdom: (44) 0844 209 0611

[www.apple.com/uk/support](http://www.apple.com/uk/support)

Telephone numbers are subject to change, and local and national telephone rates may apply. A complete list is available on the web:

[www.apple.com/support/contact/phone\\_contacts.html](http://www.apple.com/support/contact/phone_contacts.html)

## Regulatory Compliance Information

### FCC Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected.

### Radio and Television Interference

This computer equipment generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Apple's instructions—it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the computer to one side or the other of the television or radio.
- Move the computer farther away from the television or radio.
- Plug the computer into an outlet that is on a different circuit from the television or radio. (That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.)

If necessary, consult an Apple Authorized Service Provider or Apple. See the service and support information that came with your Apple product. Or consult an experienced radio/television technician for additional suggestions.

**Important:** Changes or modifications to this product not authorized by Apple Inc. could void the EMC compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables (including Ethernet network cables) between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of

causing interference to radios, television sets, and other electronic devices.

*Responsible party (contact for FCC matters only):*

Apple Inc. Corporate Compliance  
1 Infinite Loop, MS 91-1EMC  
Cupertino, CA 95014

### Wireless Radio Use

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

Cet appareil doit être utilisé à l'intérieur.

この製品は、周波数帯域 5.18 ~ 5.32 GHz で動作しているときは、屋内においてのみ使用可能です。

### Exposure to Radio Frequency Energy

The radiated output power of the AirPort Extreme technology is below the FCC and EU radio frequency exposure limits. Nevertheless, it is advised to use the wireless equipment in such a manner that the potential for human contact during normal operation is minimized.

### FCC Bluetooth® Wireless Compliance

The antenna used with this transmitter must not be collocated or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant.

### Canadian Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences et (2) cet appareil doit accepter toute interférence, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

### Bluetooth Industry Canada Statement

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

### Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with RSS 210 of Industry Canada.

## European Compliance Statement

This product complies with the requirements of European Directives 2006/95/EC, 2004/108/EC, and 1999/5/EC.



## Europe–EU Declaration of Conformity

**Български** Apple Inc. декларира, че това iMac е в съответствие със съществениите изисквания и другите приложими правила на Директива 1999/5/EC.

**Česky** Společnost Apple Inc. tímto prohlašuje, že tento iMac je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

**Dansk** Undertegnede Apple Inc. erklærer herved, at følgende udstyr iMac overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

**Deutsch** Hiermit erklärt Apple Inc., dass sich das iMac in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befinden.

**Eesti** Käesolevaga kinnitab Apple Inc., et see iMac vastab direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

**English** Hereby, Apple Inc. declares that this iMac is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

**Español** Por medio de la presente Apple Inc. declara que este iMac cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

**Ελληνικά** Με την παρούσα, η Apple Inc. δηλώνει ότι αυτή η συσκευή iMac συμμορφώνεται προς τις βασικές απαιτήσεις και τις λοιπές σχετικές διατάξεις της Οδηγίας 1999/5/EK.

**Français** Par la présente Apple Inc. déclare que l'appareil iMac est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

**Islenska** Apple Inc. lýsir því hér með yfir að þetta tæki iMac fullnægir lágmarkskröfum og öðrum viðeigandi ákvæðum Evróputilskipunar 1999/5/EC.

**Italiano** Con la presente Apple Inc. dichiara che questo dispositivo iMac è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

**Latviski** Ar šo Apple Inc. deklarē, ka iMac ierīce atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių Šiuo „Apple Inc.“ deklaruoja, kad šis iMac atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

**Magyar** Alulírott, Apple Inc. nyilatkozom, hogy a iMac megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

**Malti** Hawnhekk, Apple Inc., jiddikjara li dan iMac jikkonforma mal-htigijiet essenzjali u ma provvedimentu oħrajn relevanti li hemm fid-Direttiva 1999/5/EC.

**Nederlands** Hierbij verklaart Apple Inc. dat het toestel iMac in overeenstemming is met de essentiële eisen en de andere bepalingen van richtlijn 1999/5/EG.

**Norsk** Apple Inc. erklærer herved at dette iMac-apparatet er i samsvar med de grunnleggende kravene og øvrige relevante krav i EU-direktivet 1999/5/EF.

**Polski** Niniejszym Apple Inc. oświadczam, że ten iMac są zgodne z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.

**Português** Apple Inc. declara que este dispositivo iMac está em conformidade com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

**Română** Prin prezenta, Apple Inc. declară că acest aparat iMac este în conformitate cu cerințele esențiale și cu celelalte prevederi relevante ale Directivei 1999/5/CE.

**Slovensko** Apple Inc. izjavlja, da je ta iMac skladne z bistvenimi zahtevami in ostalimi ustreznimi določili direktive 1999/5/ES.

**Slovensky** Apple Inc. týmto vyhlasuje, že toto iMac spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

**Suomi** Apple Inc. vakuuttaa täten, että tämä iMac tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

**Svenska** Härmed intygar Apple Inc. att denna iMac står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

A copy of the EU Declaration of Conformity is available at: [www.apple.com/euro/compliance](http://www.apple.com/euro/compliance)

This device can be used in the European Community.

## European Community Restrictions

This device is restricted to indoor use in the 5150 to 5350 MHz frequency range.

## Korea Warning Statements

### 대한민국 규정 및 준수

방통위고시에 따른 고지사항

해당 무선설비는 운용 중 전파혼신 가능성이 있음,  
이 기기는 인명안전과 관련된 서비스에 사용할 수 없습니다.

B급 기기(가정용 방송통신기자재)

이 기기는 가정용(B급) 전자파적합기기로서 주로  
가정에서 사용하는 것을 목적으로 하며, 모든 지  
역에서 사용할 수 있습니다.

## Singapore Wireless Certification

Complies with  
IDA Standards  
DB00063

## Taiwan Wireless Statements

### 無線設備的警告聲明

經型式認證合格之低功率射頻電機，非經許可，公司、  
商號或使用者均不得擅自變更頻率、加大功率或變更原  
設計之特性及功能。低功率射頻電機之使用不得影響飛  
航安全及干擾合法通信；經發現有干擾現象時，應立即  
停用，並改善至無干擾時方得繼續使用。前項合法通信  
指依電信法規定作業之無線電通信。低功率射頻電機須  
忍受合法通信或工業、科學及醫療用電波輻射性電機設  
備之干擾。

如有這 頻率:

於 5.25GHz 至 5.35GHz 區域內操作之

無線設備的警告聲明

工作頻率 5.250 ~ 5.350GHz 該頻段限於室內使用。

## Taiwan Class B Statement

### Class B 設備的警告聲明

NIL

### 警告

本電池如果更換不正確會有爆炸的危險  
請依製造商說明書處理用過之電池

## Russia



MO04

## Japan VCCI Class B Statement

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議  
会 (VCCI) の基準に基づくクラス B 情報技術装置で  
す。この装置は家庭環境で使用されることを目的と  
していますが、この装置がラジオやテレビジョン受  
信機に近接して使用されると、受信障害を引き起こ  
すことがあります。

取扱説明書に従って正しい取扱をしてください。

## Mouse Class 1 LED Information

The Apple Mouse is a Class 1 LED product in accordance with  
IEC 60825-1 A1 A2.

It also complies with the Canadian ICES-003 Class B  
Specification.

## External USB Modem Information

When connecting your iMac to the phone line using an  
external USB modem, refer to the telecommunications  
agency information in the documentation that came with  
your modem.

## ENERGY STAR® Compliance



As an ENERGY STAR® partner, Apple has determined that  
standard configurations of this product meet the ENERGY  
STAR® guidelines for energy efficiency. The ENERGY STAR®  
program is a partnership with electronic equipment  
manufacturers to promote energy-efficient products.  
Reducing energy consumption of products saves money and  
helps conserve valuable resources.

This computer is shipped with power management enabled with the computer set to sleep after 10 minutes of user inactivity. To wake your computer, click the mouse or press any key on the keyboard.

For more information about ENERGY STAR®, visit: [www.energystar.gov](http://www.energystar.gov)

## Disposal and Recycling Information



This symbol indicates that your product must be disposed of properly according to local laws and regulations. When your product reaches its end of life, contact Apple or your local authorities to learn about recycling options.

For information about Apple's recycling program, go to: [www.apple.com/recycling](http://www.apple.com/recycling)

## European Union—Disposal Information



The symbol above means that according to local laws and regulations your product and/or its battery should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

## Türkiye

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

## Brasil—Informações sobre descarte e reciclagem



O símbolo acima indica que este produto e/ou sua bateria não devem ser descartadas no lixo doméstico. Quando decidir descartar este produto e/ou sua bateria, faça-o de acordo com as leis e diretrizes ambientais locais. Para informações sobre o programa de reciclagem da Apple, pontos de coleta e telefone de informações, visite [www.apple.com/br/environment](http://www.apple.com/br/environment).

## Battery Disposal Information

Dispose of batteries according to your local environmental laws and guidelines.

## 台灣



廢電池請回收

## China Battery Statement

警告：不要刺破或焚燒。該電池不含水銀。

## Taiwan Battery Statement

警告：請勿戳刺或焚燒。此電池不含汞。

## Battery Charger Efficiency



中国

有毒或 有害物质	零部件			
	电路板	显示屏	附件	键盘/鼠标
铅 (Pb)	X	X	X	X
汞 (Hg)	0	0	0	0
镉 (Cd)	0	0	0	0
六价铬 (Cr, VI)	0	0	0	0
多溴联苯 (PBB)	0	0	0	0
多溴二苯醚 (PBDE)	0	0	0	0

0: 表示该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T 11363-2006 规定的限量要求以下。

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 规定的限量要求。

根据中国电子行业标准 SJ/T 11364-2006 和相关的中国政府法规，本产品及其某些内部或外部组件上可能带有环保使用期限标识。取决于组件和组件制造商，产品及其组件上的使用期限标识可能有所不同。组件上的使用期限标识优先于产品上任何与之相冲突的或不同的环保使用期限标识。





## Software License Agreement

Use of iMac constitutes acceptance of the Apple and third-party software license terms found at: [www.apple.com/legal/sla](http://www.apple.com/legal/sla)

### Apple One (1) Year Limited Warranty - Mac

For Apple Branded Products Only

**HOW CONSUMER LAW RELATES TO THIS WARRANTY** THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). OTHER THAN AS PERMITTED BY LAW, APPLE DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

**WARRANTY LIMITATIONS THAT MAY AFFECT CONSUMER LAW** TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. APPLE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, APPLE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT APPLE'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

**WHAT IS COVERED BY THIS WARRANTY?** Apple warrants the Apple-branded hardware product and accessories contained in the original packaging ("Apple Product") against defects in materials and workmanship when used normally in accordance with Apple's published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Apple's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

**WHAT IS NOT COVERED BY THIS WARRANTY?** This warranty does not apply to any non-Apple branded hardware products or any software, even if packaged or sold with Apple hardware. Manufacturers, suppliers, or publishers, other than Apple, may provide their own warranties to you but Apple, in so far as permitted by law, provides their products "AS IS." Software distributed by Apple with or without the Apple brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Apple does not warrant that

the operation of the Apple Product will be uninterrupted or error-free. Apple is not responsible for damage arising from failure to follow instructions relating to the Apple Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Apple Product outside Apple's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider ("AASP"); (g) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Apple Product, or (i) if any serial number has been removed or defaced from the Apple Product.

**YOUR RESPONSIBILITIES** IF YOUR APPLE PRODUCT IS CAPABLE OF STORING SOFTWARE PROGRAMS, DATA AND OTHER INFORMATION, YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES.

Before receiving warranty service, Apple or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Apple's procedures for obtaining warranty service. Before submitting your Apple Product for warranty service you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect and disable all security passwords.

**DURING WARRANTY SERVICE** IT IS POSSIBLE THAT THE CONTENTS OF THE APPLE PRODUCT'S STORAGE MEDIA WILL BE LOST, REPLACED OR REFORMATTED. IN SUCH AN EVENT APPLE AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE APPLE PRODUCT SERVICED.

Following warranty service your Apple Product or a replacement product will be returned to you as your Apple Product was configured when originally purchased, subject to applicable updates. You will be responsible for reinstalling all other software programs, data and information. Recovery and reinstallation of other software programs, data and information are not covered under this warranty.

**WHAT WILL APPLE DO IN THE EVENT THE WARRANTY IS BREACHED?** If during the Warranty Period you submit a valid claim to Apple or an AASP, Apple will, at its option, (i) repair the Apple Product using new or previously used parts that are equivalent to new in performance and reliability, (ii) replace the Apple Product with a product that is at least functionally equivalent to the Apple Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability, or (iii) exchange the Apple Product for a refund of your purchase price.

Apple may request that you replace certain user-installable parts or products. A replacement part or product, including a user-installable part that has been installed in accordance with instructions provided by Apple, assumes the remaining warranty of the Apple Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Apple's property.

**HOW TO OBTAIN WARRANTY SERVICE?** Please access and review the online help resources described below before seeking warranty service. If the Apple Product is still not functioning properly after making use of these resources, please contact an Apple representative or, if applicable, an Apple owned retail store ("Apple Retail") or AASP, using the information provided below. An Apple representative or AASP will help determine whether your Apple Product requires service and, if it does, will inform you how Apple will provide it. When contacting Apple via telephone, other charges may apply depending on your location.

Online information with details on obtaining warranty service is provided below.

**WARRANTY SERVICE OPTIONS** Apple will provide warranty service through one or more of the following options:

(i) Carry-in service. You may return your Apple Product to an Apple Retail or AASP location offering carry-in service. Service will be performed at the location, or Apple Retail or an AASP may send your Apple Product to an Apple Repair Service ("ARS") location to be serviced. Once you are notified that service is complete, you will promptly retrieve the Apple Product from the Apple Retail or AASP location, or the Apple Product will be sent directly to your location from the ARS location.

(ii) Mail-in service. If Apple determines that your Apple Product is eligible for mail-in service, Apple will send you prepaid waybills and if applicable, packaging material, so that you may ship your Apple Product to an ARS or AASP location in accordance with Apple's instructions. Once service is complete, the ARS or AASP location will return the Apple Product to you. Apple will pay for shipping to and from your location if all instructions are followed.

(iii) Do-it-yourself (DIY) parts service. DIY parts service allows you to service your own Apple Product. If DIY parts service is available in the circumstances, the following process will apply.

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

(b) Service where Apple does not require return of the replaced product or part. Apple will ship you free of charge a replacement product or part accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced product or part.

(c) Apple is not responsible for any labor costs you incur relating to DIY parts service. Should you require further assistance, contact Apple at the telephone number listed below.

Apple reserves the right to change the method by which Apple may provide warranty service to you, and your Apple Product's eligibility to receive a particular method of service. 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 Apple Product 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 import and 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 replace products and parts with comparable products and parts that comply with local standards.

**LIMITATION OF LIABILITY** EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, APPLE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE APPLE PRODUCT OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE APPLE PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. APPLE DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY APPLE PRODUCT UNDER THIS WARRANTY OR REPLACE THE APPLE PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED ON THE APPLE PRODUCT.

SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**PRIVACY** Apple will maintain and use customer information in accordance with the Apple Customer Privacy Policy available at [www.apple.com/legal/warranty/privacy](http://www.apple.com/legal/warranty/privacy).

**GENERAL** No Apple reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This warranty is governed by and construed under the laws of the country in which the Apple Product purchase took place. Apple is identified at the end of this document according to the country or region in which the Apple Product purchase took place. Apple or its successor in title is the warrantor under this warranty.

040512 Mac Warranty English v2

## CANADA

### Apple One (1) Year Limited Warranty - Mac

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**HOW CONSUMER LAW RELATES TO THIS WARRANTY** THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM PROVINCE TO PROVINCE. OTHER THAN AS PERMITTED BY LAW, APPLE DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR PROVINCE. RESIDENTS OF QUEBEC ARE GOVERNED BY THAT PROVINCE'S CONSUMER PROTECTION LEGISLATION.

**WARRANTY LIMITATIONS THAT MAY AFFECT CONSUMER LAW** APPLICABLE TO ALL OF CANADA, EXCEPT QUEBEC: TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. APPLE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, APPLE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT APPLE'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

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**WHAT IS NOT COVERED BY THIS WARRANTY?** This warranty does not apply to any non-Apple branded hardware products or any software, even if packaged or sold with Apple hardware. Manufacturers, suppliers, or publishers, other than Apple, may provide their own warranties to you but Apple, in so far as permitted by law, provides their products "AS IS". Software distributed by Apple with or without the Apple brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Apple does not warrant that the operation of the Apple Product will be uninterrupted

or error-free. Apple is not responsible for damage arising from failure to follow instructions relating to the Apple Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Apple Product outside Apple's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider ("AASP"); (g) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Apple Product; or (i) if any serial number has been removed or defaced from the Apple Product.

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functionally equivalent to the Apple Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability; or (iii) exchange the Apple Product for a refund of your purchase price.

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- (ii) Mail-in service. If Apple determines that your Apple Product is eligible for mail-in service, Apple will send you prepaid waybills and if applicable, packaging material, so that you may ship your Apple Product to an ARS or AASP location in accordance with Apple's instructions. Once service is complete, the ARS or AASP location will return the Apple Product to you. Apple will pay for shipping to and from your location if all instructions are followed.
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not be available to you and Apple will offer alternative arrangements for service. Apple will ship a replacement product or part to you with installation instructions, if applicable, and any requirements for the return of the replaced product or part. If you follow the instructions, Apple will cancel the credit card authorization, so you will not be charged for the product or part and shipping to and from your location. If you fail to return the replaced product or part as instructed or return a replaced product or part that is ineligible for service, Apple will charge your credit card for the authorized amount.

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**LIMITATION OF LIABILITY** EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, APPLE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE APPLE PRODUCT OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE APPLE PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. APPLE DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY APPLE PRODUCT UNDER THIS WARRANTY OR REPLACE THE APPLE PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED ON THE APPLE PRODUCT. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. RESIDENTS OF QUEBEC ARE GOVERNED BY THAT PROVINCE'S CONSUMER PROTECTION LEGISLATION.

**PRIVACY** Apple will maintain and use customer information in accordance with the Apple Customer Privacy Policy available at [www.apple.com/legal/warranty/privacy](http://www.apple.com/legal/warranty/privacy).

**GENERAL** No Apple reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This warranty is governed by and construed under the laws of the country in which the Apple Product purchase took place. Apple is identified at the end of this document according to the country or region in which the Apple Product purchase took place. Apple or its successor in title is the warrantor under this warranty.

Mac Warranty v2 070511

**ONLINE INFORMATION** More information about the following is available online:

<b>International Support Information</b>	<a href="http://www.apple.com/support/country">www.apple.com/support/country</a>
<b>Apple Authorized Service Providers</b>	<a href="http://support.apple.com/kb/HT1434">support.apple.com/kb/HT1434</a>
<b>Apple Retail Store</b>	<a href="http://www.apple.com/retail/storelist/">www.apple.com/retail/storelist/</a>
<b>Apple Support and Service</b>	<a href="http://support.apple.com/kb/HE57">support.apple.com/kb/HE57</a>
<b>Apple Complimentary Support</b>	<a href="http://www.apple.com/support/country/index.html?dest=complimentary">www.apple.com/support/country/index.html?dest=complimentary</a>

## Warranty Obligor for Region or Country of Purchase

Region/Country of Purchase	Address
<b>AMERICAS</b>	
Brazil	Apple Computer Brasil Ltda Av. Cidade Jardim 400, 2 Andar, Sao Paulo, SP Brasil 01454-901
Canada	Apple Canada Inc. 7495 Birchmount Rd.; Markham, Ontario, Canada; L3R 5G2 Canada
Mexico	Apple Operations Mexico, S.A. de C.V. Prolongación Paseo de la Reforma #600, Suite 132, Colonia Peña Blanca, Santa Fé, Delegación Álvaro Obregón, México D. F., CP 01210, Mexico
United States and Other Americas Countries	Apple Inc. 1 Infinite Loop; Cupertino, CA 95014, U.S.A.

### EUROPE, MIDDLE EAST AND AFRICA

All Countries	Apple Distribution International Hollyhill Industrial Estate Hollyhill, Cork, Republic of Ireland
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### ASIA PACIFIC

Australia; New Zealand; Fiji; Papua New Guinea; Vanuatu	Apple Pty. Limited. PO Box A2629, Sydney South, NSW 1235, Australia
Hong Kong	Apple Asia Limited 2401 Tower One, Times Square, Causeway Bay; Hong Kong
India	Apple India Private Ltd. 19th Floor, Concorde Tower C, UB City No 24, Vittal Mallya Road, Bangalore 560-001, India
Japan	Apple Japan Inc. 3-20-2 Nishishinjuku, Shinjuku-ku, Tokyo, Japan
Korea	Apple Korea Ltd. 3901, ASEM Tower; 159, Samsung-dong, Gangnam-Gu; Seoul 135-798, Republic of Korea
Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, Guam, Indonesia, Laos, Singapore, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka, Vietnam	Apple South Asia Pte. Ltd. 7 Ang Mo Kio Street 64 Singapore 569086

Region/Country of Purchase	Address
People's Republic of China	Apple Computer Trading (Shanghai) Co. Ltd. Room 1815, No. 1 Jilong Road, Waigaoqiao Free Trade Zone, Shanghai 200131 China
Thailand	Apple South Asia (Thailand) Limited 25th Floor, Suite B2, Siam Tower, 989 Rama 1 Road, Pataumwan, Bangkok, 10330
Taiwan	Apple Asia LLC 16A, No. 333 Tun Hwa S. Road. Sec. 2, Taipei, Taiwan 106
Other Asian Pacific Countries	Apple Inc. 1 Infinite Loop; Cupertino, CA 95014, U.S.A.



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