

Macintosh
twentieth anniversary



Service and Support Guide

Service and Support Guide

Congratulations on your purchase of Apple's Twentieth Anniversary Macintosh. As a Twentieth Anniversary Macintosh owner, you are entitled to our exclusive customer service and support—Concierge Services.

This guide contains information about our Concierge Services, the Apple Three-Year Limited Warranty, and other resources to help make your computing experience enjoyable.

How to Find Us

Apple Support Line

To receive your access number	1-888-275-8258
For telephone assistance	1-888-275-8258
Apple Hardware Repair Services	1-888-275-8258

Product Information

AppleFax service	1-800-505-0171
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Claris Support

Nontechnical questions	1-800-3CLARIS
Technical support	1-800-965-9090
	http://www.claris.com

Disability Solutions

Disabilities Resources	1-800-600-7808
	1-800-755-0601 (TTY)
	http://www2.apple.com/disability

call
888-275-8258
option 2 then option 3
access # 500128921929

How to Find Us continued

Professional Consultants

Apple Solution Professionals Network 1-800-290-ASPN
<http://www.aspn.apple.com>
aspn@apple.com

User Groups

Apple User Groups 1-800-538-9696

Online

Apple Computer, Inc., home page <http://www.apple.com>
Apple Support Online <http://www.info.apple.com>

Concierge Services

The custom service and support offerings for your Twentieth Anniversary Macintosh—Concierge Services—include:

- **One-time on-site setup.** Apple can arrange to have your Twentieth Anniversary Macintosh delivered to your doorstep. A trained field technician sets up the hardware and basic software, ensures the system is operational, and answers questions you may have about your system.
- **Three years of telephone support.** Apple Support Line provides three years of complimentary telephone support to keep your Twentieth Anniversary Macintosh up and running.
- **Three-Year Limited Hardware Warranty.** You receive a Three-Year Limited Hardware Warranty, which covers both parts and labor.

Telephone Support

To begin using your telephone support, call the Apple Support Line at 1-888-275-8258, select the administrative support option, and request an access code.

Once you have an access code, call the Apple Support Line at 1-888-275-8258 if you need assistance. Enter your access code and follow the instructions. Our support staff is ready to assist you with the installation and basic use of system software and provide hardware troubleshooting for your Twentieth Anniversary Macintosh. Hardware repairs are covered according to the terms and conditions of your Apple Three-Year Limited Hardware Warranty.

Following the complimentary three-year support period, you may be asked to provide a credit card or other payment method prior to troubleshooting in the event the problem ultimately relates to software.

Hardware Repair Services

The Apple Three-Year Limited Warranty covers remedial repairs (repairs required because of defects in parts or workmanship) for three full years after the original retail purchase date.

To find out how to obtain repair services for your Twentieth Anniversary Macintosh during the warranty period, please contact the Apple Specialist Authorized Dealer where you purchased your system or call the Apple Support Line at 1-888-275-8258.

Additional Support Services

As an Apple customer you also have access to the following options for support:

- **Product manuals.** Your Twentieth Anniversary Macintosh product manual provides detailed instructions, and is organized so that you can quickly and easily find the information you need.
- **Mac OS Guide.** Mac OS Guide, part of the Macintosh operating system, provides step-by-step instructions and on-screen prompts. Click the Guide icon (📖) at the upper-right corner of the menu bar on your screen to take advantage of Apple's innovative on-screen help system.
- **AppleFax.** Have product specifications or support information sent directly to your fax machine. Call 1-800-505-0171 from a Touch-Tone phone and follow the instructions. AppleFax is available 24 hours a day, 7 days a week.
- **Online support.** Apple's award-winning online customer support offers the latest Apple product and support information, Apple software updates, and the Apple Tech Info Library—our official technical support database. Apple online customer support is available on the Internet and selected commercial online services:

World Wide Web

<http://www.info.apple.com>

FTP

<ftp.info.apple.com>

America Online

keyword: applecomputer

Non-Apple Software

Apple's Concierge Services include support for Apple branded products. Questions about non-Apple branded products should be directed to the manufacturer of the product you're using. The phone number for assistance with third-party products is usually listed in the front of the manuals that accompany that product.

Claris Software

Claris offers assistance with general troubleshooting, as well as installation and configuration questions. If you have questions about Claris software, please call 1-800-965-9090.

Disability Solutions

At Apple, we've been committed for more than a decade to helping individuals with disabilities use technology to increase their independence and personal productivity. The Mac Access Passport (MAP) is a resource that describes a wide variety of hardware and software products that help make the Macintosh accessible to children and adults who live with disabilities.

To request a copy of Mac Access Passport or learn more about Apple's disability resources, call 1-800-600-7808 or 1-800-755-0601 (TTY), or visit our Web site at <http://www2.apple.com/disability/>.

Apple Solution Professionals Network

Looking for a Macintosh consultant? Consider the Apple Solution Professionals Network (ASPN), a network of professionals who specialize in computer solutions. For more information, call 1-800-290-ASPN, visit them online at <http://www.aspn.apple.com>, or send an e-mail to aspn@apple.com.

Apple User Groups

Wherever you are, you can probably find an Apple user group that shares your special interests. Composed of volunteers, most user groups hold monthly meetings, offer training courses, operate online bulletin boards, and maintain public domain software libraries for their members' use. To start an Apple user group or to locate one near you, call 1-800-538-9696.

Apple Twentieth Anniversary Macintosh Limited Hardware Warranty for Customers in the United States

Warranty Coverage

Apple's warranty obligations are limited to the terms set forth below:

Apple Computer, Inc. ("Apple"), warrants this hardware product against defects in materials and workmanship for a period of THREE (3) YEARS from the date of original retail purchase.

If a defect exists, at its option Apple will either repair or replace the product at no charge. To do so, Apple may, at its option, use either new or refurbished replacement parts, or Apple may exchange the product with a product that is new or that has been manufactured from new or serviceable used parts and is at least functionally equivalent.

A replacement product assumes the remaining warranty of the original product or 90 days, whichever is longer. If Apple does not either restore the product to good working condition after a reasonable number of attempts or replace the product, at its option Apple will refund the purchase price of the product. When a product or part is exchanged or a refund given, the replacement item, if any, becomes your property and the replaced item, or the item for which the refund was given, becomes the property of Apple or its Authorized Service Provider.

Obtaining Warranty Service

To obtain service under this warranty, you must do the following during the warranty period:

Call 1-888-275-8258, indicate you have a Twentieth Anniversary Macintosh, and provide its serial number, the date of original retail purchase, and your name, address, and phone number. The telephone representative will provide you with instructions for shipping your product to Apple for repair. Please have available a copy of your bill of sale; you may need to provide this document to verify eligibility for warranty service.

You are encouraged to keep backup copies of the data stored on your Twentieth Anniversary Macintosh. Data recovery is not included in the warranty service and Apple is not responsible for data that may be lost or damaged during transit or a repair.

Apple will make reasonable efforts to protect confidentiality of the data stored on your product but will not be liable for any failure to do so.

This warranty is valid worldwide. Be aware, however, that not all countries have Apple Authorized Service Providers and not all Authorized Service Providers outside the country of purchase have all parts or replacement units for the product. If the product cannot be repaired or replaced in the country it is in, it may need to be sent to a different country or returned to the country of purchase at your expense for repair or replacement.

Exclusions and Limitations

This Apple Limited Hardware Warranty applies only to hardware products manufactured by or for Apple that can be identified by the Apple trademark, trade name, or logo affixed to them. Apple's Limited Hardware Warranty does not apply to any non-Apple hardware products or any software, even if packaged or sold with Apple hardware. Non-Apple manufacturers, suppliers, or publishers may provide their own warranties.

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