

# Mail-in Instructions



Please follow these instructions carefully when mailing your iPhone Accessories to iStore for repair.

1. Fill out the **Your Details** section. Please fill out your email address in block letters. Please note we require your physical postal address including the post code.
2. Locate the Serial Number of your iPhone.<sup>1</sup> Record this in the **Device Details** Section.
3. Under **Which Accessory is Needing Service?** Select which iPhone accessory or accessories you are sending to iStore. We can only service Apple branded accessories.
4. Under **Fault Description**, describe what is happening with your iPhone accessory. Please include as much detail as you can to help our technicians diagnose your fault.
5. Choose your preferred form of contact for iStore to communicate with you.<sup>2</sup>
6. Contact the iStore service department via [www.istorenz.com/about](http://www.istorenz.com/about) with your iPhone Serial Number and advise that you wish to mail-in your iPhone Accessory. We will then set up a time and date to run Apple Diagnostics remotely. Once these diagnostics have been run we will provide you with a Diagnostic Event Number (DEN).
7. Under **Device Details**, enter the last six (6) digits of the Diagnostic Event Number that an iStore Technician provides you.

**IMPORTANT NOTE: All accessory service requires a diagnostic to be run via Apple's online assessment tools. In most cases iStore can run these remotely using your iPhone Serial Number. If we are unable to communicate with your iPhone or your iPhone doesn't function, you will need to Mail-In your iPhone as well as your accessory.**

**Please contact iStore if you have any questions regarding this process.**

8. Sign and date the bottom of both the Mail-In form and the attached Service Terms and Conditions.
9. Package up your iPhone accessory and courier it with the signed Mail-In form and Terms and Conditions page included to:

iStore  
Attn: Service Department  
61 Hurstmere Road  
Takapuna  
Auckland 0622

We have included a printable label with our address to make it easier to package your product.

## Helpful Information

1. Need help locating your serial number? Visit: <https://support.apple.com/en-nz/HT204308>
2. iStore will always email you for service re-quotes and diagnostics. If you don't have an access to your email please let us know.

Return shipping will be invoiced by iStore and will need to be paid before your repaired item is couriered back to you. All Mail-in repairs are subject to our current service turn around times. Please see [www.istorenz.com](http://www.istorenz.com) for details.

# Mail-in Service Request



Please follow the instructions attached then courier your iPhone Accessory to iStore. Remember to include the signed Service Terms and Conditions.

## Your Details

Full Name		Contact Number	
Email Address			
Physical Address			

## Device Details

iPhone Serial Number															
Last six digits of your Diagnostic Event Number provided by iStore															

Do not send in your accessory without iStore running remote diagnostics on the iPhone that you use your accessory with.

## Which Accessory is Needing Service?

<input type="radio"/> Power Adaptor	<input type="radio"/> USB to Lightning Cable	<input type="radio"/> USB-C Charge Cable	<input type="radio"/> EarPods	<input type="radio"/> Other
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If your accessory did not ship with your iPhone we **require** a copy of the original tax invoice to service your accessory.

## Fault Description

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## Applicable Fees

Accessory Assessment Fee <b>\$39</b>	This fee is payable if a repair or replacement is not facilitated by iStore for any reasons including but not limited to; 3rd party modifications or repairs, a quote for repair/ replacement is declined or no fault is found with your accessory.
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## Contact Options

Preferred form of contact	<input type="radio"/> Email Messages	<input type="radio"/> Text Message	<input type="radio"/> Mobile Call	<input type="radio"/> Landline Call
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iStore will always email you for service re-quotes and diagnostics. If you don't have an access to your email please let us know.

## Acceptance

By signing below, you agree you have followed the instructions laid out on the instructions page, received and accepted the conditions and terms of service (To be signed and accompany this intake form), your contact details above are correct, you accept any applicable fees outlined on this form and the item(s) noted on this Mail-In SRO intake form have been mailed in for service to iStore New Zealand Limited.

Signature	Name	Date
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# Service Terms and Conditions

## Service Request Terms

14.1 These terms and conditions apply to all service work (Including but not limited to In-Warranty, Out-of-Warranty and repairs covered under New Zealand Consumer Law) undertaken on behalf of the client by iStore New Zealand Limited or its employees, contractors or related companies.

14.2 A minimum "diagnostic fee" applies to all requests for diagnosis of a device's problems unless covered by Apple's manufacturing warranty, variable warranty or other kind of coverage (final coverage is to be determined by Apple). In the event that a diagnostic is performed by iStore but no repair takes place, the minimum diagnostic fee is still applicable.

14.3 iStore will provide an estimate of the work that is required to resolve the problem. However, in order to avoid ordering and charging the client for unnecessary replacement parts, if there is a problem that may have arisen from more than one part being faulty, iStore 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.

14.4 If changing the first part does not resolve the problem, additional parts may need to be ordered. The client will be notified of this situation prior to any parts being ordered or any further work being done if ordering more parts may result in further charges to the client.

14.5 Service parts or products are new or equivalent to new in performance and reliability. All replacement products or part(s) fitted for all service jobs are warranted to be free from defects for ninety (90) days from the date of service or for the remaining period of your original product coverage, whichever ever is longer.

14.6 Software related issues are not covered under Apple Warranty and service charges will apply. iStore will contact the client in the event of a software issue being diagnosed with a quote for repair.

14.7 If during the course of 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 and/or failure(s). iStore will provide a further estimate of the cost to replace the additional parts, including the cost of labour to do so.

14.8 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 email.

14.9 iStore holds the right to refuse service for devices that show signs of the following:

(a) Un-authorized modification, tampering or repair. All devices must contain OEM parts; or

(b) Organic material or be in any other state that may pose a health and safety risk to iStore, its employees and other customers.

14.10 If a device is found to have non-OEM parts, modifications or contain organic material as depicted in 14.9 the client accepts that iStore may charge a diagnostic fee to cover time spent inspecting device.

14.11 iStore and its agents will not be responsible for any damage to a product that occurs during the repair or diagnostic process that is a result of any unauthorised modifications or repairs or replacements not performed by Apple or an AASP. If damage results, iStore will seek your authorisation for any additional costs for completing service even if the product is covered by warranty or AppleCare. If you decline authorisation, iStore may return your product un-repaired in the damaged condition without any responsibility.

14.12 All service work is undertaken with the assumption that the appropriate backups have been made. If this is not the case, the client must let iStore know during the book-in process. iStore is not responsible for any data loss. If data recovery is requested by the client, service fees will apply regardless of warranty status. In some cases data recovery will not be possible due to either a hardware failure or the repair strategy provided by Apple.

14.13 The client authorises iStore to run diagnostics on the client's device including Apple diagnostics and acknowledges that anonymous system information concerning the device will be sent to Apple. Any service work performed may also be subject to Apple's Terms and Conditions which can be found via <http://apple.com/nz/legal>.

14.14 Before a device running iOS can be diagnosed the device must be updated and restored to the most recent release of iOS. Under no circumstances is iStore able to service an iOS device without updating it. iStore is unable to sign older releases of iOS. In order to correctly diagnose Mac hardware issues a software update may be required. The client authorises iStore to perform all software updates and/or restores once the device is booked in for service without prior notification.

14.15 iStore may hold a client's device until such a time as all service charges and other outstanding invoices have been paid in full.

14.16 If a client's device or devices have not been collected from iStore after communication and advice to do so for over three (3) months, iStore holds the right to dispose of client's device(s).

14.17 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.

14.18 All service work is also subject to sections 1 through 13 of iStore New Zealand Limited's Terms of Trade which can be found via [www.istorenz.com/legal](http://www.istorenz.com/legal).

## Out of Warranty Service Requests

15.1 Before commencing with a diagnostic for a device that is outside of it's Apple limited Warranty or AppleCare Protection Plan coverage, iStore will advise the client that faults could occur due to a number of issues. iStore will follow Apple's Service guidelines based on iStore's diagnosis of a particular fault.

15.2 Faults can not always be absolutely determined without attempting to replace parts that may or may not be faulty.

15.3 In respect to 15.1 and 15.2, the client acknowledges that:

(a) There is no guarantee that the repair will result in the device being repaired;

(b) 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 the Apple Service guidelines and/or at the discretion of the iStore Service Team;

(c) If the replacement part does not repair the device, the client will still be responsible for paying for the part and the associated labour to replace the part;

(d) 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;

(e) iStore shall not be held liable and the Client releases iStore from any liability in respect to the hardware or any parts thereof failing or being damaged as a result of performing the labour at the Client's request;

(f) iStore provides no express or implied guarantee of Warranty in respect of the labour whatsoever;

(g) The client shall have no right of redress against iStore as a result of the labour being performed; and

(h) The client agrees to pay a stipulated Diagnostic Fee upon the service request. This is non-refundable but will be put towards the final cost of quoted repair if a quote for repair is accepted.

15.4 All Out-Of-Warranty service work is also subject to iStore New Zealand Limited's Terms of Trade and Service Request Terms.

## 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:

**\$39 Device Assessment Fee:** This fee is payable if a repair or replacement is not facilitated by iStore for any reasons including but not limited to; 3rd party modifications or repairs, a quote for repair/replacement is declined or no fault is found with your device.

**\$99 Diagnostic Fee:** This fee is payable if a repair or replacement is not facilitated by iStore for any reasons including but not limited to; 3rd party modifications or repairs, a quote for repair/replacement is declined or no fault is found with your device. If you accept the quote for the repair, this fee will be subtracted from the total cost of the repair.

**\$99 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.

**\$69 macOS Data Backup:** A temporary backup of your data will be made before proceeding with repairs. If data recovery is required from this backup during the service, iStore will perform this at no extra cost. The backup fee of \$69 is non-refundable. The backup will be deleted from iStore after 30 days from creation.

For current labour rates and other applicable fees please see the information on the front counter or check [www.istorenz.com/service](http://www.istorenz.com/service).

## Acceptance

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:

Signature

Name

Date

# Printable Label

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Cut out the address label below and attach it to your packaged accessory.

**Attn: Service Department  
iStore  
61 Hurstmere Road  
Takapuna  
Auckland, 0622**