



MACNURSE
802.472.1727
www.vtmacnurse.com
STOWE, VT + HARDWICK, VT

LIMITED WARRANTY POLICY

Mac Nurse is dedicated to offering reliable, durable, and affordable pre-owned and refurbished Apple products to the local Vermont community. Mac Nurse takes great pride in its products and reputation, and is devoted to its customers' complete satisfaction. Behind every product Mac Nurse sells, is a One-Year Mac Nurse Limited Warranty.

Every pre-owned and refurbished Apple® product has been thoroughly tested and evaluated by Mac Nurse. This includes extensive functional diagnostics to ensure systems meet or exceed factory specifications and an extremely thorough cleaning and detailing. Refurbished systems may sometimes have some minor cosmetic imperfections, but these will not affect the performance of the system unless otherwise noted in the product description.

What is covered by this Limited Warranty?

This Mac Nurse Limited Warranty covers defects in materials and workmanship in the hardware products sold by Mac Nurse on a part-by-part basis. This Warranty covers hardware concerns only. Note: All Warranty repairs covered under any/all currently valid and active Apple Extended Warranty and Service Programs are to be sent to Apple and repaired by Apple, Inc. and will be handled/shipped to Apple on behalf of all customers by Mac Nurse at no additional expense to the customer. Shipping expenses, however, between Mac Nurse and customer are to be borne by the customer. Apple Extended Warranty and Service Program repairs are warranted through Apple, Inc., and not by Mac Nurse.

Hardware that *is* covered under this Limited Warranty

- * Hard Drive (HDD and removable SSD), CD/DVD Drive, Airport WI-FI Card, Trackpad, and removable Memory. (RAM: Lifetime Replacement Warranty for all removable RAM)
- * Speakers, built-in Keyboard, LCD, DC Jackboard, and Logic Board
- * Laptop Batteries and MagSafe Power Adapters (Adapters to be repaired or free replacement (if not repairable)). Warranties for Batteries and/or Power Adapters are *not* extended when Mac Nurse Extended Warranty is purchased.
- * All Ports (USB, Minidisplayport, SD Card, HDMI, Thunderbolt, and the like)

What is *not* covered by this Limited Warranty?

- * Drops, falls, accidents, abuse, misuse, exposure to liquids, or problems with electrical power
- * Downloads, Applications, Software, and/or Viruses, Malware, and the like, installed by the customer
- * General tech-support and/or technical consultations regarding best use of various aspects of computer
- * Service and/or repairs performed by persons, businesses, or entities other than Mac Nurse
- * OS (Operating System) obsolescence, computer obsolescence, or software obsolescence
- * Software, including the Operating System (if any), trial software (if any) and pre-loaded software (if any)
- * Customer's failure to perform preventative measures against damage to his/her computer or data
- * Using accessories, parts, or components not supplied by Mac Nurse
- * Broken, cracked, or damaged LCD and/or LCD Glass. AR (Anti-Reflective) coating on Retina Display LCD
- * Shipping and Handling costs to/from Mac Nurse for circumstances that require shipping
- * Data: including but not limited to: music, photos, videos, documents, applications, programs, and the like. Catastrophic and sudden Hard Drive failure can happen at any time: Day 1, Day 100, or after several years. Hard Drives fail unexpectedly and this is the number one cause for repair. Your Hard Drive is warranted, but your data is not. The customer is wholly responsible for keeping an up-to-date Backup of their data at all times. Although it is not Mac Nurse's responsibility to provide a customer with a backup system, Mac Nurse is proud to offer affordable and reliable backup systems for sale for this very purpose. Inquire with Mac Nurse for details.
- * Products damaged by misuse, abuse, vandalism, theft, fire, flood, wind, lightning, extreme heat, freezing, power failure, power reduction, or random acts of God or nature
- * PRAM Battery for keeping date and time
- * Cosmetic scratches, dents, or other similar damages

How long is this Warranty valid?

Mac Nurse Limited Warranty is valid for 365 days from the date a customer's balance is paid in full (longer for customers who have purchased an optional Extended Mac Nurse Limited Warranty). Failure to remit one's balance due within 30 days of possession of computer will void any and all Warranties. The Warranty period is not extended if Mac Nurse replaces a warranted product or part. After Warranty period expires, Mac Nurse disclaims all other Warranties, expressed or inferred, including implied Warranties of merchantability and fitness for a particular purpose.

How do I obtain Warranty service?

Before your Mac Nurse Limited Warranty expires, please contact Mac Nurse at the phone number or email listed below. (Note: Text messages will not be acknowledged or responded to by Mac Nurse or any Mac Nurse employees). Contact information: Phone: 802-472-1727 Email: vtmacnurse@gmail.com

What will MAC NURSE do if my computer requires service?

If you contact Mac Nurse with a technical issue at any time during the Warranty period, we will first determine if the problem is covered under the Mac Nurse Limited Warranty. If it is not covered or there is a possibility that it will not be covered, we will notify you of this determination. A standard Intake and Diagnostic Fee will be due for diagnosing a computer that is experiencing problems that are not covered under the Mac Nurse Limited Warranty. If the problem is covered under the Warranty, Mac Nurse will diagnose and repair your device at no charge. If a replacement part is necessary for repair, we will order parts and install them for you at no charge. Depending on the parts needed and the installation of parts, turnaround times for repairs may take, on average, 2-10 business days. Once the replacement parts are installed and your device is working properly, Mac Nurse will contact you to pick up your computer. If a loaner computer is available, Mac Nurse will be happy to loan one to you at no cost during your computer's repair. Although it is an unlikely possibility that a loaner computer should sustain accidental damages under a customer's care, the customer is wholly responsible to cover its potential repair or replacement cost, should damages occur.

NOTE: Before shipping a computer to Mac Nurse, be sure to back up your data. Remove any confidential, proprietary, or personal information and removable media such as SD Cards, CDs, or DVDs. Although Mac Nurse is not responsible for any of your confidential, proprietary, or personal information, lost or corrupted data, and/or damaged or lost removable media, Mac Nurse will take great care to safeguard these things.

Mac Nurse uses new, refurbished, and used parts made by a multitude of manufacturers in performing repairs under this Mac Nurse Limited Warranty. All parts are inspected and tested for quality prior to installation. Although most replacement parts are covered for the remaining period of the Warranty, some parts have their own 1, 2, or 3 year Warranty provided by the manufacturer of those parts. Some parts even come with a lifetime Warranty. Please inquire with Mac Nurse for more information or questions regarding particular parts' Warranties.

Is this Mac Nurse Limited Warranty transferable?

Mac Nurse's Limited Warranty may not be transferred to additional parties other than the party listed on the sales Invoice.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. MAC NURSE'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESSED AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD SET FORTH HEREIN. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED.

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