



Overview:

- To receive batteries under the AppleCare 1:1 Battery Replacement Program, agreements S2384LL/A and S2385LL/A, please follow the process outlined below.

Process:

- Orders associated with the AppleCare 1:1 Battery Replacement Program will NOT be accepted through normal service channels, such as GSX or Apple's Technical Support.
- Please complete the enclosed order form:
 - The order form can only be used for batteries allocated under the AppleCare 1:1 Battery Replacement Program
 - Provide all requested information (all fields required)
 - Batteries can only be ordered in quantities of five (no single unit orders)
 - Enter the number of 5-packs you would like to order for each product covered under the agreement
 - Review the Terms and Conditions prior to submitting your order
 - Email your order to batteryorder@group.apple.com
 - Upon receipt of your order, Apple will send you an order confirmation and notify you of your remaining allotment
- Your order will be verified and validated against your remaining allotment of batteries. Your current allotment of batteries will be decremented based on your current order. If the quantity of batteries requested exceeds your current allotment, you will be notified via email.
- All batteries allocated and fulfilled under the agreement will be shipped to you at zero cost.

Contacts:

- Please send all questions, inquiring and orders to batteryorder@group.apple.com.