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Power Macintosh Upgrade: Returning logic board to Apple (11/94)

Article Created: 11 May 1994

Article Reviewed/Updated: 11 November 1994

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TOPIC -----

Am I required to return the old logic board after I perform a Power Macintosh logic board upgrade? If so, how?

DISCUSSION -----

Independant dealers or direct VARs can call Apple Reseller Customer Support at 800-793-2378. Resellers will be required to provide the following information in order to receive an RMA number from the Reseller Customer Support representative.

- Apple Customer Number
- Part Number of Return
- Quantity of Return
- Contact Name and Phone Number
- Store Address

The reseller will then be given an RMA number, instructions on where to return the old logic board, and information on what to expect as a credit.

NOTE: If they are affiliated with a corporate account then they will need to contact their corporate office for instructions on returning the old logic board. If they are a Distributor VAR or purchase their product directly from one of the distributors, please have them contact the distributor directly to obtain a RMA number.

Article Change History:

11 Nov 1994 - Revised formatting.

13 Oct 1994 - Made changes to correctly place references made about
Distributor VARs

Support Information Services

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Keywords: kppc

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19960215 11:05:19.00

Tech Info Library Article Number: 15321