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Repair Extension Program: Overview (2/95)

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TOPIC -----

This article gives an overview of the Repair Extension Program.

DISCUSSION -----

In certain instances, Apple provides repairs of its products to customers at no cost. These repairs may include the replacement of Service parts, as well as adjustments made to products. Apple reimburses Service Providers a pre-determined amount for performing these services.

Service Providers will be paid a fixed fee to exchange modules and make authorized adjustments on each Apple Product under a Repair Extension Program. The fee is compensation for the time spent on each product. Reimbursement is paid on a "one per serialized product" basis and covers diagnosis, module and replacement part exchanges, adjustments, and administrative time.

For a complete summary of all Repair Extension Programs currently offered by Apple, refer to the Product Notices section of the Service Source CD or to the Repair Extension Program folders on the AppleLink network. (Path: Apple Support/Training icon, Service and Support bulletin board, Service Programs manual folder, Product Notices folder.)

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Support Information Services

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