

Apple Products and Australian Consumer Law

Our goods come with guarantees that cannot be excluded under Australian consumer law. The contractual rights that you may be entitled to under the Apple Limited Warranty or AppleCare+ are in addition to these statutory rights. You are entitled to a repair, replacement, or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

When you purchase Apple hardware products, you will also receive coverage from the Apple Limited Warranty. You can also obtain additional benefits by purchasing the optional AppleCare+ or AppleCare+ with Theft and Loss for iPhone (except where otherwise noted, together “AppleCare+”).

Should your product be defective, you can choose to make a claim under Australian consumer law, the Apple Limited Warranty or the optional AppleCare+ (whichever is applicable).

Non–Apple branded products purchased from Apple are also eligible for coverage under Australian consumer Law, but are not covered by the Apple Limited Warranty AppleCare+.

Summary of Australian consumer law, the Apple Limited Warranty, and AppleCare+

	Australian consumer law	Apple Limited Warranty	AppleCare+
Repair or replacement coverage for	Defects arising when or after customer takes delivery	Defects arising after customer takes delivery	Defects arising after customer takes delivery; Unlimited incidents of accidental damage, each subject to a service fee;

			AppleCare+ with Theft and Loss provides the same coverage as AppleCare+ and adds theft and loss coverage for iPhone.
Claim period	<p>A reasonable period from date of delivery until the failure becomes apparent</p> <p>Without limiting consumers rights, Apple will provide its own remedies equivalent to those remedies in the consumer guarantee provisions of the Australian Consumer Law at any time within 24 months of the date of purchase. For the avoidance of doubt, Apple acknowledges that the Australian Consumer Law may provide for remedies beyond 24 months for a number of its products.</p>	<p>2 years from date of purchase for Apple Watch Edition</p> <p>1 year from date of purchase for all other Apple products</p>	<p>Three years, or for however long the plan remains active if different, from AppleCare+ purchase date for Mac, Apple-branded display, Apple TV or Apple Watch Hermes</p> <p>Two years, or for however long the plan remains active if different, from AppleCare+ purchase date for Apple Watch, HomePod, iPad, iPhone, AirPods or Beats-branded products, or Apple Vision Pro</p>
Cost of coverage	Provided at no additional cost	Included at no additional cost	Available for additional cost
Who to contact to make a claim	The seller	Apple Support ¹ , Apple Retail Store or Apple Authorised Service Provider	Apple Support ¹ , Apple Retail Store or Apple Authorised Service Provider
Included repair or replacement options	Contact the seller for details	Carry-in or mail-in service ²	Carry-in or mail-in service; express replacement service for Apple Watch, Apple TV, HomePod, iPad, iPhone (excluding screen-only

			damage), and AirPods or Beats devices; onsite service for Mac or Apple Vision Pro
Overseas repair or replacement	Contact the seller for details	Yes ³	Yes ³
Technical support	None	2 years from date of purchase for Apple Watch Edition 90 days from date of purchase for all other Apple products	<p>Three years, or for however long the plan remains active if different, from AppleCare+ purchase date for Mac, Apple-branded display, Apple TV or Apple Watch Edition</p> <p>Two years, or for however long the plan remains active if different, from AppleCare+ purchase date for Apple Watch, HomePod, iPad, iPhone, AirPods or Beats-branded products, or Apple Vision Pro</p>

The above summary is subject to the full terms and conditions applicable to the Apple Limited Warranty or AppleCare+. Copies of those respective terms and conditions are available at apple.com/au/legal/warranty/ and apple.com/au/legal/sales-support/.

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- Apple Support: 1-300-321-456.

- Availability of each option depends on the country in which service is requested and the location of an Apple Authorised Service Provider. Apple may also request that the customer replace components with readily installable parts.
- Apple may restrict service to the country where Apple or its authorised distributors originally sold the Apple product.

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Summary of Australian statutory consumer guarantees

Consumer guarantees in relation to goods	Consumer guarantees in relation to services
The goods will be of acceptable quality.	We will provide the services with due care and skill.
The goods will be fit for a particular purpose.	The services will be fit for a particular purpose.
The goods will match their description.	The services will be provided within a reasonable time.
The goods will match the sample or demonstration model.	
You have title to the goods.	
You have undisturbed possession of the goods.	
There are no undisclosed securities on the goods.	

For Apple-branded goods, in addition to the above, we also guarantee that we will provide repairs or spare parts for a reasonable time and that we will honour our Apple Limited Warranty and, where applicable, the AppleCare+.

Under Australian consumer law, the remedy you are entitled to if a product fails to meet a consumer guarantee will depend on whether the failure to comply with the guarantee is major or minor.

Minor failures to comply with a consumer guarantee can normally be fixed or resolved in a reasonable amount of time. In this case, the seller can choose to offer you a refund, replacement, repair or, in the case of services, resupply. If the seller does not fix the problem or takes too long, you may be able to get it fixed by someone else and recover the costs from the seller depending on the circumstances.

Remedies for major failure with goods	Remedies for major failure with services
Return the product and ask for a refund.	Cancel the contract and pay a reasonable amount for the work done, or seek a refund.
Return the product and ask for an identical replacement, or one of similar value if reasonably available.	For money already paid, keep the contract and negotiate a reduced price for the drop in value of the service — this may mean asking for some of your money back if you have already paid.
Keep the product and ask for compensation for the drop in value caused by the problem.	

There are no undisclosed securities on the goods.

For goods, there is a major failure to comply with a consumer guarantee when:

- You would not have purchased the product if you had known about the problem or problems.
- The product is significantly different from the description, sample or demonstration model you were shown.
- The product is substantially unfit for its normal purpose and cannot easily be made fit within a reasonable time.
- The product is substantially unfit for a purpose that you told the supplier about, and cannot easily be made fit within a reasonable time.
- The product is unsafe.

For services, there is a major failure to comply with a consumer guarantee when:

- You would not have engaged the service if you had known the nature and extent of the problem or problems.
- The service does not meet the reasonable expectations for that type of service, and the problem cannot be rectified within a reasonable time.
- You told the supplier that you wanted the service for a specific purpose, which was not fulfilled, and the problem could not be easily rectified within a reasonable time.
- You told the supplier that you wanted a specific result, yet the service and end result failed to meet your specifications and could not be easily rectified within a reasonable time.
- The supply of the service has created an unsafe situation.

For information on Australian consumer laws, please visit Australian consumer law website at [consumerlaw.gov.au](https://www.consumerlaw.gov.au).

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