

**From:** Apple Miranda <donotreply@email.apple.com>  
**Sent:** Sunday, 1 December 2019 1:41 PM  
**To:** jwon0350@bigpond.net.au  
**Subject:** Your Apple Store Work Authorisation

Thank you for visiting the Apple Store. Below is a copy of your service record.

01/12/2019

Apple Miranda  
02 8578 1700

## Genius Bar Work Authorisation

Repair No: R438091075

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### Customer Information

Janet Wong

Australia

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### Product Information

Warranty Status: Out of warranty (OW)

Model: MacBook Pro (13-inch, 2017, 2 TBT3)

Date of Purchase: 13/01/2018

Serial No: C02VT8DTHV2D

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### Problem Description/Diagnosis

Issue: Customer reports the device has no image on the display.

Steps to Reproduce: Visually confirmed at Genius Bar.

Display is fractured on the bottom edge.

Unable to run diagnostics.

Cosmetic Condition: Fractured display on the bottom left corner.

Debris and markings on the rear of the display enclosure.

Debris on the display panel, top case and keyboard.

Scuffs and debris on the corners of the top case and display enclosure.

Scratches and debris on the bottom case.

Proposed Resolution: Display replacement out of warranty.

Clean keyboard for sticky keys.

Quoted time 3 to 5 days from returning device.

Mac OS Version: 10.14.x

Hard Drive Size: 256

Memory Size: 8

Contact Apple Support Case: 100964375568

Employee 973613123

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### Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
661-07971	Display Assembly, Silver	\$ 582.00	\$ 582.00	
S1490LL/A	Hardware Repair Labor	\$ 109.00	\$ 109.00	
Total (Tax not included)		\$ 691.00	\$ 691.00	

The above estimate does not include applicable taxes. Taxes will be calculated at the time of payment.

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