

Your Apple Store Work Authorisation and Service Confirmation

From: Apple Fountain Gate (donotreply@email.apple.com)
To: gemwhit78@yahoo.com
Date: Tuesday, 16 November 2021, 04:46 pm AEDT

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

Apple Fountain Gate
03 8765 4000

16 Nov. 2021

Genius Bar Work Authorisation and Service Confirmation

Repair No: R516088973

Customer Information	Product Information
Gemma Whittingham	Warranty Status: Out of warranty (OW)
Australia	Model: iPad (8th generation) Wi-Fi
	Date of Purchase: 30 Jan. 2021
	Serial No: F9FDMLN1Q1GG
	IMEI:
Problem Description/Diagnosis	
Issue: Customer has reported that the device home button is broken,	
Steps to Reproduce: Seen and verified the issue through visual inspection.	
Cosmetic Condition: Home button broken.	
Proposed Resolution: Swap iPad at an out of warranty cost.	
Contact Apple Support Case: 101542415265	
Employee 1266979043	

Repair Estimate				Customer's Order #
Item Number	Description	Price	Amount Due	
ZP661-16751	Space Gray, 128GB, iPad 8th gen, Wi-Fi, ITP	\$ 0.00	\$ 0.00	
	Replacement Serial No: FNXG2146Q1GG			
S9138Z/A	SVC,IPAD 8TH GEN,FLAT RATE,RETAIL-INT	\$ 350.00	\$ 350.00	
	Tax		\$ 35.00	
	Total	\$ 350.00	\$ 385.00	
I acknowledge that I agree to use REFURBISHED part(s)/unit(s)				
Work Authorisation. By signing below, I agree that the Repair Terms and Conditions on the reverse side of this page will apply to the service of the product identified above; Apple is not responsible for any loss or corruption of the data on my product during service; as unintentional loss of data may occur as a result of the service, it is my responsibility to make a backup copy of my data before bringing my product to Apple for service; goods presented for repair may be replaced by remanufactured goods of the same type rather than being repaired. Remanufactured parts may be used to repair the goods.				
Parts and Service				

Parts and Service				Customer KB B	
Item Number	Description	Price	Amount Due		
	Same as described above				
	Total	\$ 350.00	\$ 385.00		
Thank you for choosing AppleCare for the repair of your Apple product. To ensure the highest level of quality and reliability, all work is performed by AppleCare-certified technicians using genuine Apple parts. Additionally, all repairs are backed by Apple's 90-day service limited warranty, or the original one-year limited warranty, whichever is longer in addition to your rights under the Australian Consumer Law. For details, visit www.apple.com/au/legal/statutory-warranty . Note: The items identified above have been exchanged by Apple for new or remanufactured items. Any applicable cost is indicated adjacent to the part(s) or product description.					
If you need any future technical or administrative assistance, please contact AppleCare Support by calling 1-300-321-456. You can also find answers to many questions regarding the operation of your Apple product at: http://www.apple.com/au/support .					
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