

Your Apple Store Work Authorisation

1 message

Apple Castle Towers <donotreply@apple.com>
To: rosshoward66@gmail.com

22 November 2018 at 17:31

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

22/11/2018

Apple Castle Towers
(02) 8864 0800

Genius Bar Work Authorisation

Repair No: R401277499
Estimated Pickup Time: 22/11/2018

Customer Information

Ross Howard

Australia

Product Information

Warranty Status: Out of warranty (OW)

Model: MacBook Air (13-inch, Early 2015)

Date of Purchase: 15/03/2017

Serial No: FVFSPBANH3QD

Problem Description/Diagnosis

Issue:

- customer had come into store reporting issues with the device, the device has had coffee spilt on it

Steps to Reproduce:

- inspected
- opened
- verified
- attempted to mount ssd externally to recvoer data, did not function

Cosmetic Condition:

- fair. Externally in good shape but internally this machine is saturated

Proposed Resolution:

- quoting required parts
- strongly suggested price to repair is beyond cost to replace and for customer to consider alternative options

Mac OS Version: 10.13.x

Hard Drive Size: 0

Memory Size: 0

Employee 973624080

Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
661-02392	Board, Logic, 1.6GHz, 8GB	\$ 582.00	\$ 582.00	
661-02395	Flash Storage, 128GB, SM	\$ 399.00	\$ 399.00	N
661-04570	50-watt-hour Battery	\$ 171.82	\$ 171.82	
661-7480	Top Case with Keyboard	\$ 232.00	\$ 232.00	
923-00976	Trackpad	\$ 75.00	\$ 75.00	
923-0441	IPD Flex Cable	\$ 15.00	\$ 15.00	
PA661-7481	Wireless Card, Pacific	\$ 100.00	\$ 100.00	
S1490LL/A	Hardware Repair Labor	\$ 109.00	\$ 109.00	
Total (Tax not included)		\$ 1,683.82	\$ 1,852.20	

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