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15/01/2019

Apple Highpoint
(03) 9975 9700

Genius Bar Work Authorisation

Repair No: R406671469

Estimated Pickup Time: 22/01/2019

Customer Information

Frank Rowland

Australia

Product Information

Warranty Status: Out of warranty (OW)

Model: MACBOOK AIR (11-INCH, EARLY 2015)

Date of Purchase: 19/01/2016

Serial No: C02QQCM6GFWM

Problem Description/Diagnosis

Issue: Customer reports left USB port and Ethernet port do not response

Customer reports display hinge is loose

Steps to Reproduce: Verified at Genius Bar

Ran Mac Resource Inspector - Passed

Attempted to clean ports - failed no response

Could not run Mac Resource Inspector as diagnostics would not run over wifi

Cosmetic Condition: Top case - two keys missing and damaged, abrasions to edges, denting to all corners

Clamshell - denting to all corners, abrasions do all edges

Bottom case - scratching

Proposed Resolution: Replace display and MLB at no cost

Replace top case at cost due to damage

Erase and reinstall 10.14 at customer request post repair

Mac OS Version: Unknown

Hard Drive Size: 128

Memory Size: 4

Contact Apple Support Case: 100722617018

Employee 973611249

Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
661-7473	Housing, Top Case with Keyboard, No Trackpad, US	\$ 232.00	\$ 232.00	

S1490LL/A	Hardware Repair Labor	\$ 109.00	\$ 109.00
Total (Tax not included)		\$ 341.00	\$ 375.10

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