

APPLECARE+ - TERMS OF BUSINESS – IRELAND

These terms set out information about Apple and the cover you will receive under AppleCare+. Please read this document carefully.

About Apple

The specific terms of business about the Apple company which is supplying AppleCare+ to you (including details of its regulatory status) will depend on where you bought AppleCare+. If you bought AppleCare+ from the Apple Online Store or Apple Contact Centre, please refer to TABLE A.

If you did not purchase AppleCare+ from Apple but from a third party retailer, please note that these specific terms of business apply only in respect of the Apple company referred to in TABLE A and not in respect of the third party which may have additional terms of business.

Our services

Apple sells and administers AppleCare+ exclusively on behalf of AIG Europe Limited (“AIG”), Irish Branch, pursuant to the terms of a distribution agreement between Apple and AIG. Under this agreement, AIG pays a commission to Apple. Apple and AIG do not own, directly or indirectly, any interest in the shares or voting rights of each other. When providing products to you, Apple will try to avoid any conflicts of interest. However if an unavoidable conflict arises, we will write to you to outline the nature of the conflict.

Apple does not provide advice or personal recommendations in relation to AppleCare+. You must decide whether AppleCare+ is right for you. For further information, please see the Policy Summary and the AppleCare+ Terms & Conditions.

About AppleCare+

AppleCare+ is underwritten exclusively by AIG Europe Limited, Irish Branch (“AIG”) which has its registered branch office at AIG House, Merrion Road, Dublin 4, Ireland (Branch Registration Number: 906664). AIG Europe Limited, Irish Branch is regulated by the Central Bank of Ireland for conduct of business rules. AIG Europe Limited is authorised by the Prudential Regulation Authority, regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number: 202628) in the United Kingdom and is regulated by the Central Bank of Ireland for conduct of business rules. This information can be checked by visiting the Financial Services Register (www.fsa.gov.uk/register/home.do). AIG is registered in England with company number 1486260, and has its registered office at The AIG Building, 58 Fenchurch Street, London, EC3M 4AB, United Kingdom.

Data protection

The information that you provide will be used to administer AppleCare+ and any future Apple products that you may purchase. You have the right of access to the personal data we hold about you by sending a written request to the data protection contact point as shown in Table A. A small fee may be charged for this. You also have the right to require us to correct any inaccuracies in the information that we hold about you.

What to do if you have a complaint

If you wish to register a complaint, please contact Apple customer support who can deal with complaints in the language of your country of residence:

<u>By Telephone:</u>	+353 1850 946 191
<u>By Writing:</u>	Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland
<u>Online:</u>	Via Contact Apple Support at www.apple.com/support/contact
<u>By Fax:</u>	+353 (0)21 428 3917

If Apple is unable to acknowledge a complaint within 5 business days of receiving it, keep You informed of progress, and resolve matters to Your satisfaction within 8 weeks, You may be entitled to refer the complaint to the ombudsman detailed in TABLE A below.

APPLECARE+ - SPECIFIC TERMS OF BUSINESS – IRELAND

NOTE: IF YOU BUY APPLECARE+ FROM A THIRD PARTY RETAILER, PLEASE NOTE THAT THESE SPECIFIC TERMS OF BUSINESS APPLY ONLY IN RESPECT OF THE APPLE COMPANY REFERRED TO IN TABLE A AND NOT IN RESPECT OF THE THIRD PARTY RETAILER WHICH MAY HAVE ITS OWN ADDITIONAL

TERMS OF BUSINESS.

TABLE A:

If you buy AppleCare+ from the Apple Online Store / Apple Contact Centre, please note the following Terms of Business:

1. AppleCare+ is offered by Apple Distribution International ("ADI"), having its registered office at Hollyhill Industrial Estate, Hollyhill Cork, Republic of Ireland. ADI is regulated by the Central Bank of Ireland. For further information please visit <http://registers.centralbank.ie>.
2. **Statutory Protection.** In offering AppleCare+, ADI is subject to certain Codes of Conduct imposed by the Central Bank of Ireland. Information about these Codes can be found at www.centralbank.ie. In particular, ADI is subject to the Consumer Protection Code 2012, the Minimum Competency Code and the Fitness and Probity Standards 2012.
3. **Data Protection.** Apple will handle personal data provided by you in accordance with Ireland's Data Protection Acts 1988 and 2003 and other applicable laws. If you have any queries with regards to Data Protection you may contact ADI at the address below, or alternatively the Office of the Data Protection Commissioner, Canal house, Station Road, Portarlington, Co. Laois, Tel Lo-Call 1890 252 231 or +353 57 868 4800.

If you wish to make a request in respect of your personal data, please write to Apple at ADI, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland.

4. **Complaints.** If you cannot settle your complaint with Apple, you are entitled to refer it to the Irish Financial Services Ombudsman. For further details, please visit www.financialombudsman.ie.
5. **Compensation.** ADI is a member of the Investor Compensation Scheme (ICCL) established under the Investor Compensation Act 1998. The legislation provided for the establishment of a compensation scheme and for the payment in certain circumstances, of compensation to clients of firms covered by the Act.

You should be aware that a right to compensation would only arise where money held by ADI on your behalf cannot be returned either for the time being or for the foreseeable future. In the event that a right to compensation is established, the amount payable is the lesser of 90% of your loss or an amount up to €20,000.

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