

Apple Products and Irish Consumer Law

Under Irish consumer law, consumers are entitled to a free of charge repair or (depending on the circumstances) may be entitled to a replacement, discount or refund by the seller, of defective goods or goods which do not conform with the contract of sale. These rights expire six years from delivery of the goods.

When you purchase Apple hardware products, you will also receive coverage from the Apple Limited Warranty. This coverage operates alongside and in addition to your statutory rights under Irish consumer law. You can also obtain additional benefits by purchasing the optional AppleCare+ or AppleCare+ with Theft and Loss for iPhone (except where otherwise noted, together “AppleCare+”). ¹

Should your product be defective or if it does not conform with the contract of sale, you can choose to make a claim under Irish consumer law, the Apple Limited Warranty or the optional AppleCare+ (whichever is applicable).

Non–Apple branded products purchased from Apple are also eligible for coverage under Irish consumer law, but these are not covered by the Apple Limited Warranty, the AppleCare+.

Summary of Irish Consumer Law, the Apple Limited Warranty, the AppleCare+

	Irish Consumer Law	Apple Limited Warranty	AppleCare+
Claim period	6 years from date of delivery	2 years from date of purchase for Apple Watch	3 years, or for however long the plan remains active if different, from date of purchase of AppleCare+ for Mac or Apple-branded display, Apple TV or Apple Watch Edition

		Edition 1 year from date of purchase for all other Apple products	2 years, or for however long the plan remains active if different, from date of purchase of AppleCare+ for HomePod mini, iPad, iPhone, Apple Watch or Apple- or Beats-branded headphones
Cost of coverage	Statutory rights at no additional cost	Included at no additional cost	Available for additional cost
How to make a claim	Call or visit your seller ³	Call Apple Support 2 or visit an Apple- Authorized Service Provider	Call Apple Support 2 or visit an Apple- Authorized Service Provider
Included repair or replacement options	Contact the seller for details	Carry-in or mail-in ⁴	Carry-in or mail-in for all devices; express replacement service for Apple TV, Apple Watch, HomePod mini, iPad, iPhone (excluding screen-only damage), and Apple- or Beats- branded headphones; or onsite service for Mac and Apple-branded display⁴ AppleCare+ is an insurance product which provides unlimited incidents of accidental damage coverage, each subject to an excess fee. AppleCare+ with Theft and Loss is an insurance product that provides the same cover as

			AppleCare+ and theft and loss coverage for iPhone.
Repair or replacement outside country of purchase	Contact the seller for details	Yes ⁵	Yes ⁵
Technical support⁶	Contact the seller for details	2 years from date of purchase for Apple Watch Edition 90 days from date of purchase for all Apple products	3 years, or for however long the plan remains active if different, from date of purchase of AppleCare+ for Mac or Apple-branded display, Apple TV or Apple Watch Edition 2 years, or for however long the plan remains active if different, from date of purchase of AppleCare+ for HomePod mini, iPad, iPhone, Apple Watch or Apple- or Beats-branded headphones

The above summary is subject to the full terms and conditions applicable to the Apple Limited Warranty, AppleCare+. Copies of those respective terms and conditions are available at apple.com/ie/legal/warranty/ and apple.com/ie/legal/sales-support/.

This page has been prepared by Apple and its contents are not endorsed by any third party.

1. AppleCare+ is an optional insurance product covering the risk of accidental damage to your Apple Watch, iPad, iPhone, or iPod, battery depletion and the need for technical assistance. AppleCare+ with Theft and Loss for iPhone adds theft and loss coverage to iPhone.
2. Apple Support: 1800 804 062. Toll-free phone number is for landlines. Some mobile operators do not provide access or charge a fee.

3. Consumers who purchased Apple-branded or non-Apple-branded products at an Apple Retail Store or the Apple Online Store may be able to claim against Apple. Apple contact details are available at <https://support.apple.com/en-gb/HT201232> .
4. Availability of each option depends on the country in which service is requested and the location of an Apple Authorized Service Provider. Apple may also request that the customer replace components with readily installable parts.
5. Apple may restrict service for Apple Watch, iPad and iPhone to the EEA and Switzerland.
6. Technical support includes assistance with installation, assembly, basic configuration, and software related issues.

Apple Distribution International Ltd.

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Summary of Irish Consumer Law

Your consumer rights under Irish consumer law operate alongside, and in addition to, your rights under the Apple Limited Warranty and the optional AppleCare+.

Under Irish consumer law, consumers may choose to have defective goods or goods which do not conform with the contract sale either repaired or replaced free of charge. If a repair or replacement is impossible or would impose unreasonable expense on the seller, the consumer may then choose either to have the price reduced or to withdraw from the contract by returning the product in exchange for a refund. If the goods have diminished in value in your possession Apple may deduct a reasonable sum from the refund. A consumer is also entitled to withdraw from the contract by returning the product in exchange for a full refund if the consumer rejects the goods within a reasonable period of time. The primary responsibility is on the seller, which would be Apple if the goods were purchased from the Apple Online Store. If the goods were purchased from a third party reseller of Apple products, the primary responsibility to provide a remedy will lie with the reseller. These rights expire six years from delivery of the goods and a claim may be made subject to the defect being present at the time of purchase.

Under Irish consumer law, any defect or non-conformity of goods with the contract which becomes apparent within 1 year of delivery are presumed to have existed at the time of delivery. After the expiry of this 1-year period, the burden to prove that the defect or non-conformity of goods with the contract existed on delivery generally shifts to the consumer.

Irish consumer law automatically introduces that following terms into any contract of sale for goods and/or services to consumers:

Terms in relation to goods

Terms in relation to services

The goods will be fit for a particular purpose specifically mentioned or for which such goods are commonly supplied.

The services will be provided with due care and skill.

The goods will match their description and be of satisfactory quality.

The services will be fit for a particular purpose.

The instructions in relation to installation will be clear and if the product is used in accordance with the instruction, will not cause faults.

The services will be provided within a reasonable time.

For additional information on Irish consumer law, please visit the European Consumer Centre website at www.eccireland.ie.