

Apple Products and New Zealand Consumer Law

When you purchase Apple hardware products, you will receive coverage from the Apple Limited Warranty. You can also obtain additional benefits by purchasing the optional AppleCare+.

Should your product be defective, you can choose to make a claim under New Zealand consumer law, the Apple Limited Warranty, AppleCare+, or AppleCare+ with Theft and Loss for iPhone (except where otherwise noted, together “AppleCare+”).

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

Summary of New Zealand consumer law, the Apple Limited Warranty, and AppleCare+

	New Zealand consumer law	Apple Limited Warranty	AppleCare+
Repair or replacement coverage for	Defects arising when or after customer takes delivery	Defects arising after customer takes delivery	Defects arising after customer takes delivery; Unlimited incidents of accidental damage, each subject to a service fee;

			AppleCare+ with Theft and Loss provides the same coverage as AppleCare+ and adds theft and loss coverage for iPhone.
Claim period	A reasonable period from date of delivery until the failure becomes apparent	2 years from date of purchase for Apple Watch Edition 1 year from date of purchase for all other Apple products	Up to three years , or for however long the plan remains active if different, from date of purchase for Mac, Apple-branded display, Apple TV, or Apple Watch Hermes Up to two years , or for however long the plan remains active, if different, from date of purchase for Apple Watch, HomePod, iPad, iPhone, AirPods, or Beats devices
Cost of coverage	Provided at no additional cost	Included at no additional cost	Available for additional cost
Who to contact to make a claim	The seller	Apple Support ¹ , Apple Retail Store or Apple Authorised Service Provider	Apple Support ¹ , Apple Retail Store or Apple Authorised Service Provider

Included repair or replacement options	Contact the seller for details	Carry-in or mail-in service ²	Carry-in or mail-in service; express replacement service for Apple Watch, Apple TV, HomePod, iPad, iPhone (excluding screen-only damage), and AirPods or Beats devices; or onsite service for Mac
Overseas repair or replacement	Contact the seller for details	Yes ³	Yes ³
Technical support	None	2 years from date of purchase for Apple Watch Edition 90 days from date of purchase for all other Apple products	Three years from AppleCare+ purchase Two years from AppleCare+ purchase date for Apple- or Beats-branded headphones

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

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

- Apple Support: 0800-127-753.

- Availability of each option depends on the country in which service is requested and the location of an Apple Authorised Service Provider. Apple may also request that the customer replace components with readily installable parts.
- Apple may restrict service to the country where Apple or its authorised distributors originally sold the Apple product.

Apple Sales New Zealand
PO Box 912015, Auckland Mail Centre, Auckland 1142.

Summary of New Zealand statutory consumer guarantees

Consumer guarantees in relation to goods	Consumer guarantees in relation to services
The goods will be of acceptable quality.	We will provide the services with due care and skill.
The goods will be fit for a particular purpose.	The services will be fit for a particular purpose.
The goods will match their description.	The services will be provided within a reasonable time.
The goods will match the sample or demonstration model.	
You have title to the goods.	
You have undisturbed possession of the goods.	
There are no undisclosed securities on the goods.	

For Apple-branded goods, in addition to the above, we also guarantee that we will take reasonable action to ensure that facilities for repairs and spare parts are reasonably available for a reasonable time and that we will honour our Apple Limited Warranty and, where applicable, AppleCare+.

Under New Zealand consumer law, the remedy you are entitled to if a product fails to meet a consumer guarantee will depend on whether the failure to comply with the guarantee is serious or minor, and whether it can be fixed.

Minor failures to comply with a consumer guarantee can normally be fixed or resolved in a reasonable amount of time. In this case, the seller can choose to offer you a refund, replacement, repair or, in the case of services, resupply. If the seller does not fix the problem or takes too long, you may be able to get it fixed by someone else and recover the costs from the seller depending on the circumstances.

Remedies for major failure with goods	Remedies for major failure with services
Return the product and ask for a refund.	Cancel the contract.
Return the product and ask for an identical replacement, or one of similar value if reasonably available.	Keep the contract and negotiate a reduced price for the drop in value of the service — this may mean asking for some of your money back if you have already paid.

For goods, there is a serious failure to comply with a consumer guarantee when:

- You would not have purchased the product if you had known about the problem.
- The product is significantly different from the description, sample or demonstration model you were shown.
- The product is substantially unfit for its normal purpose and cannot easily be made fit within a reasonable time.
- The product is substantially unfit for a purpose that you told the supplier about, and cannot easily be made fit within a reasonable time.
- The product is unsafe.

For services, there is a serious failure to comply with a consumer guarantee when:

- You would not have engaged the service if you had known the nature and extent of the problem.
- The service does not meet the reasonable expectations for that type of service, and the problem cannot be rectified within a reasonable time.
- You told the supplier that you wanted the service for a specific purpose, which was not fulfilled, and the problem could not be easily rectified within a reasonable time.
- You told the supplier that you wanted a specific result, yet the service and end result failed to meet your specifications and could not be easily rectified within a reasonable time.
- The supply of the service has created an unsafe situation.

053025 Consumer law matrix - New Zealand