

Apple Products and Consumer Laws in the United Kingdom

Under consumer laws in the UK, consumers are entitled to a free of charge repair and (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. For goods purchased in England or Wales, these rights expire six years from delivery of the goods and for goods purchased in Scotland, these rights expire five 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 UK 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+").

Should your product be defective or if it does not conform with the contract of sale, you can choose to make a claim under UK 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 UK consumer law, but these are not covered by the Apple Limited Warranty, or AppleCare+.

Summary of Consumer Laws, the Apple Limited Warranty, or AppleCare+.

	Consumer Laws in the United Kingdom	Apple Warranty	AppleCare+
Claim period	England and Wales: 6 years from date of delivery Scotland: 5 years from date of delivery	2 years from date of purchase for Apple Watch Edition 1 year from date of purchase for all other Apple products	Up to 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 Up to 2 years, or for however long the plan remains active if different, from date of purchase of AppleCare+ for iPad, iPhone, Apple Watch, HomePod or Apple- and 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 ²	Call Apple support or visit an Apple Retail Store or Apple- Authorized Service Provider	Call Apple Support ² or visit an Apple Retail Store or Apple-Authorized Service Provider

Included repair or replacement options	Contact the seller for details	Carry-in or mail-in ³	Carry-in or mail-in for all devices; express replacement service for Apple TV, Apple Watch, iPad, iPhone (excluding screen-only damage), HomePod, and Apple- and Beats- branded headphones; or onsite service for Mac and Apple-branded display³ 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 ⁴	Yes ⁴

Technical support⁵	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 iPad, iPhone, Apple Watch, HomePod 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/uk/legal/warranty/ and apple.com/uk/legal/sales-support/.

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

- AppleCare+ is an optional insurance product covering 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 for iPhone.
- Apple Support: (44) 0800 107 6285.
- 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 here.
- 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.
- Apple may restrict service for Apple Watch, iPad and iPhone to the EEA and Switzerland.

- Technical support includes assistance with installation, assembly, basic configuration, and software related issues.

Apple Distribution International Ltd.

Hollyhill Industrial Estate
Hollyhill, Cork
Republic of Ireland

Summary of Consumer Laws in the United Kingdom

Your consumer rights for goods purchased in the United Kingdom operate alongside, and in addition to, your rights under the Apple Limited Warranty and the optional AppleCare+.

Under UK consumer law, consumers may choose to have defective goods or goods which do not conform with the contract of sale either repaired or replaced free of charge. If a repair or replacement is not possible, would impose a disproportionate burden on the seller, or could not be performed in a reasonable time and without significant inconvenience to the consumer, the consumer may choose either to have the price reduced or to withdraw from the contract by returning the product in exchange for a refund. A consumer is entitled to withdraw from the contract by returning a product that does not conform to its contract in exchange for a full refund if the consumer rejects the goods within 30 days. If the product does not conform with the contract after one repair or replacement a consumer is also entitled to exercise a final right of rejection and withdraw from the contract by returning the goods in exchange for a refund. In these circumstances, Apple may deduct a reasonable sum in connection with the period of use that the consumer had of the goods. The primary responsibility to provide a remedy is on the seller, which would be Apple if the goods were purchased from the Apple Online Store or an Apple Retail 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. For goods purchased in England or Wales, these rights expire six years from delivery of the goods. For goods purchased in Scotland, these rights expire five years from delivery of the goods. A claim under UK consumer law may be made subject to the defect being present at the time of purchase.

Any defect or non-conformity of goods with the contract which becomes apparent within 6 months of delivery are presumed to have existed at the time of delivery. After the expiry of this 6-month period, the burden to prove that the defect or non-conformity of goods with the contract existed on delivery generally shifts to the consumer.

UK consumer law automatically introduces the 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 match the description given of them.	The services will be provided with due care and skill.
The goods will be of satisfactory quality.	The services will be fit for a particular purpose.
The goods will be reasonably fit for any particular purpose that was made known to the retailer (unless the retailer disputed their appropriateness for that purpose at the time).	The services will be provided within a reasonable time.