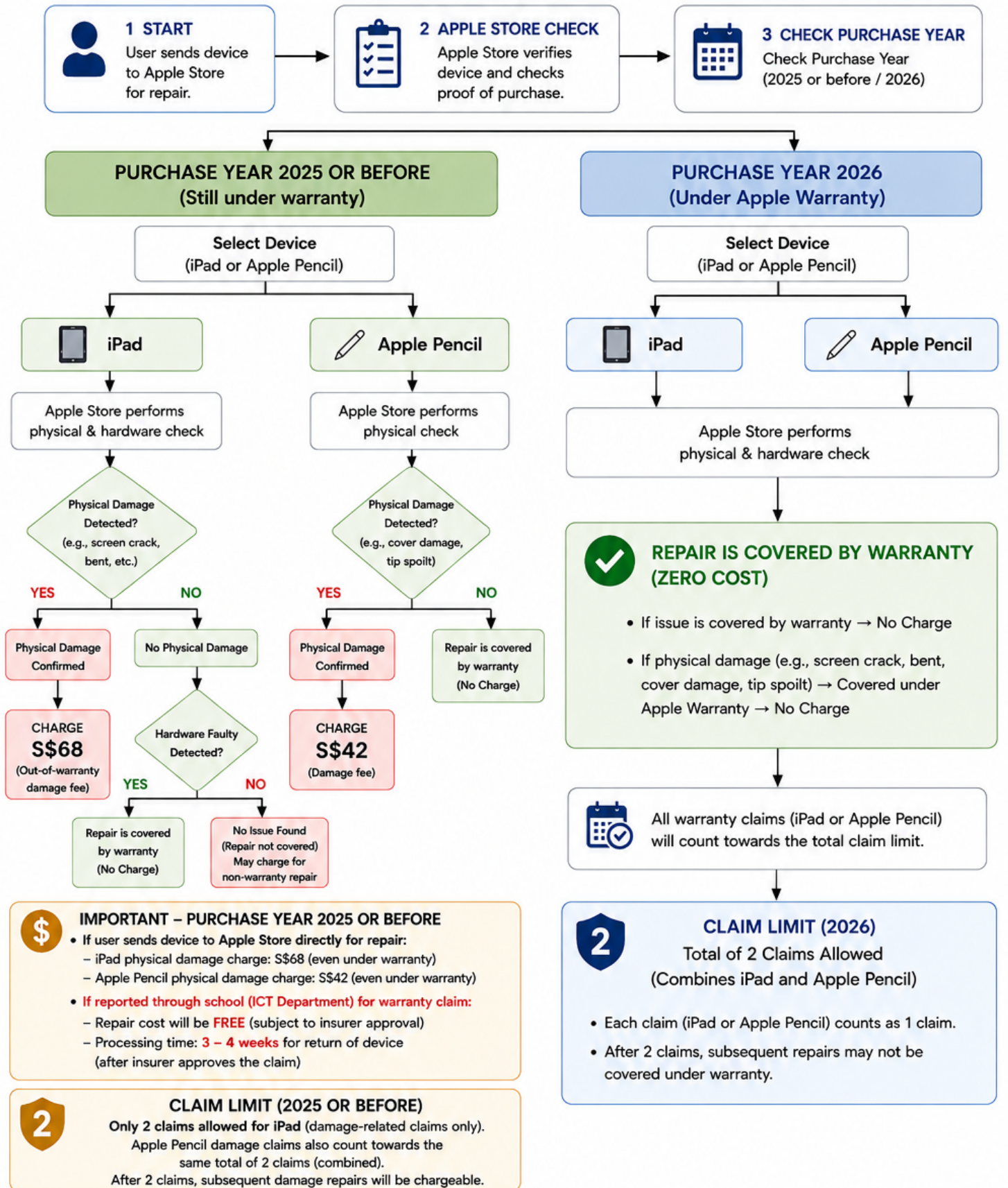


WARRANTY CLAIM PROCESS

iPad & Apple Pencil



SUMMARY OF CHARGES



iPad

2025 or before:

- Physical damage (screen crack, bent, etc.) → Charge S\$68 (even under warranty)
- Hardware faulty (no physical damage) → No Charge (Covered by warranty)

2026 (Under Apple Warranty):

- All issues (including physical damage) → No Charge (Covered by warranty)
- Total of 2 claims combined with Apple Pencil



Apple Pencil

2025 or before:

- Physical damage (cover damage, tip spoilt) → Charge S\$42 (even under warranty)
- No damage → No Charge (Covered by warranty) (Counts towards 2026 total claims only)

2026 (Under Apple Warranty):

- All issues (including physical damage) → No Charge (Covered by warranty)
- Total of 2 claims combined with iPad

NOTES



Claims must be within the warranty period.



Proof of purchase is required.



Fees are in Singapore dollars (S\$).



Apple Store's decision is final.



For assistance, please contact the ICT Department.