

Mail-in service request form

Courier your well-packaged item(s) with this completed form to us. We will notify you when we have received your device and booked it into our repair system.

Our Shipping address is:

Technology Centre, 394 Cameron Road, Tauranga 3110

Please complete the section below with your details:

Name: _____

Contact Number: _____

E-Mail Address: _____

Physical Address: _____

Please complete the section below with your device details:

Item description: _____

Additional items included: _____

Serial Number: _____

Fault Description: _____

Please tick one of the below options to let us know if you want us to back up and restore your data.

- I have backed up my data and do not require a data handling service from the Technology Centre.
 I require the Technology Centre to back up and restore my data. (A surcharge of \$199.00 applies).

Acceptance:

You agree, by signing below, you have received and accepted the “Terms and Conditions of Service”, your contract details above are correct and the item(s) noted on this form have been mailed in for service to Technology Centre.

Name: _____ Date: ____ / ____ / ____

Signature: _____

Technology Centre “Terms and Conditions of Service” for Mail-in services:

Scope of Services

These terms and conditions govern all service work performed by Technology Centre, including its employees, contractors, or affiliates, on behalf of the undersigned (“Client”).

Diagnostic Fees

A minimum half-hour fee applies to all diagnostic requests unless covered by Apple’s manufacturer warranty or variable warranty. Technology Centre will provide an estimate for the required work to resolve the issue. To avoid unnecessary replacement parts, we will first order the part most likely causing the problem as per Apple’s Service Procedures. If the initial part does not resolve the issue, additional parts may need to be ordered. The Client will be notified prior to any additional orders or further work. Service parts or products are new or equivalent to new in performance and reliability. Software issues are not covered under Apple Warranty and service charges will apply. Clients will be notified of the cost for repair in case of software issues.

Liability

Technology Centre is not liable for damages caused by the failure of unrelated parts due to normal wear and tear, damage, or pre-existing conditions (such as a dry solder). A further estimate will be provided for any additional parts required. Replacement parts are warranted to be free from defects for 90 days from the service date or for the remaining period of the original product coverage, whichever is longer.

Turnaround Times

All quoted turnaround times are estimates and are subject to change without notice. Work will not proceed without written confirmation from the Client, either through a signed quote (in-store) or written acceptance via email.

Service Refusal

Technology Centre reserves the right to refuse service for devices showing signs of unauthorized modification or tampering. Devices must contain original OEM parts. If unauthorized modification or tampering is found, an inspection fee may be charged.

Data Responsibility

Clients are responsible for ensuring appropriate backups are made before service. Technology Centre is not responsible for any data loss. Data recovery services, if requested, will incur service fees regardless of warranty status.

Diagnostics and Information Sharing

Clients authorize Technology Centre to run diagnostics, including Apple diagnostics, and acknowledge that anonymous system information may be sent to Apple. Any Apple service work will be subject to Apple’s terms and conditions.

Payment and Collection

Items may be held until all service charges and outstanding invoices are paid in full. Items not picked up within 14 days after notification may be disposed of by the Technology Centre.

Personal Information

Client personal information (name, address, telephone number, email address) is necessary to proceed with the service request. Email addresses will be shared with Apple for the purpose of submitting a satisfaction survey and will be treated according to Apple’s Privacy Policy. This information will not be used for marketing purposes. By providing an email address, the Client consents to this transfer and use by Apple.

Additional Terms for Out-of-Warranty Repairs

The undersigned (“Client”) acknowledges the following for out-of-warranty labour:

1. No guarantee that the repair will result in a functional machine.
2. Repairs will be attempted by replacing the part most likely to have failed, in accordance with Apple Service guidelines.
3. Clients are responsible for paying for parts and associated labour, even if the replacement does not repair the machine.
4. Client permission will be sought before replacing any additional parts if the initial replacement does not fix the issue.
5. Technology Centre is not liable for any damage or failure resulting from performing the requested labour.
6. No express or implied guarantee or warranty is provided for the labour.
7. Clients have no right of redress against the Technology Centre for the labour performed.

Diagnostic Fees

iOS: \$99

Mac OS: \$149

For out-of-warranty devices, this diagnostic fee must be paid upfront as a bond for repair.

Insurance Assessments

\$179 Insurance Assessment Fee: This fee must be paid upfront and is typically reimbursed by the insurance company.

Migration Terms

While most migrations are successful, complications may arise. Complete migration of all data cannot be guaranteed. Certain data, including emails and contacts, may not transfer. No applications or software can be migrated from a Mac to a PC and vice versa. Applications may need to be re-activated or re-installed. Migrations must be completed in-store at the Technology Centre.

Acceptance for communication from Apple:

I agree to be contacted by Apple regarding my Technology Centre experience unless I have checked the following box:

I do not wish to be contacted by Apple about the Technology Centre service process.

By using our services, you agree to these Terms.