AppleCare+ for Apple TV
AppleCare+ for Apple Watch
AppleCare+ for Headphones
AppleCare+ for HomePod
AppleCare+ for iPad
AppleCare+ for iPhone
AppleCare+ for iPod

How Consumer Rights Affect this Plan

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER PROTECTION LAWS AND REGULATIONS. THIS PLAN SHALL NOT PREJUDICE THE RIGHTS GRANTED BY APPLICABLE CONSUMER LAW, INCLUDING THE RIGHT TO RECEIVE REMEDIES UNDER STATUTORY WARRANTY LAW AND TO SEEK DAMAGES IN THE EVENT OF THE NON-PERFORMANCE BY APPLE OF ANY OF ITS CONTRACTUAL OBLIGATIONS.

1. The Plan

This contract, together with any certificate of coverage from Insurer, (the "Plan") governs the services provided to you by Apple under the above plans and includes the terms in this document, your Plan Confirmation ("Plan Confirmation"), and the original sales receipt for your Plan. Your Plan Confirmation will be provided to you at the time of purchase or sent to you automatically thereafter. If you purchased your Plan from Apple, you may obtain a copy of your Plan Confirmation by going to mysupport.apple.com/products.

The Accidental Damage from Handling ("ADH") coverage under this Plan is insured by AIG Insurance Hong Kong Limited (Macau Branch), incorporated in Hong Kong and duly authorized by the Autoridade Monetária de Macau (AMCM) to carry on general insurance business in Macau SAR ("Insurer"), of Avenida Comercial de Macau nºs 251A-301, AIA Tower, 5/F1, Unit 506, em Macau.

"Apple," when used in this Plan, means Apple Macau Limitada, Avenida da Praia Grande, 759, 5/Floor, Macau, China. Insurer has engaged Apple to provide ADH service to customers under the Plan (either directly or indirectly through its affiliates or authorized service providers).

Benefits under this Plan are additional to your rights under applicable laws, the manufacturer's hardware warranty and any complimentary technical support. The terms of the Plan apply the same whether paid for on a one-time basis ("Single-Pay Plan") or a monthly basis ("Monthly Pay Plan"), except where otherwise noted.

The Plan covers the following equipment (collectively, the "Covered Equipment"): (i) the AirPods, Apple TV, Apple Watch (including the one Apple-branded band, Nike Sport band, or Hermès Sport band supplied in the same box as your covered Apple Watch), Beats device, HomePod, iPad (including one Apple Pencil, one Apple Pencil Pro, and/or one Apple-branded iPad keyboard to be used with, and compatible with, your covered iPad, referred to as "iPad Input Devices"), iPhone, or iPod listed on your Plan Confirmation ("Covered Device"), and (ii) the accessories contained inside the original packaging of your Covered Device. The Covered Equipment must have been purchased or leased as new from Apple or an Apple Authorized Reseller. Where legal ownership of the Covered Equipment is transferred to you, the Plan must be transferred to you pursuant to Section 9. Covered Equipment includes any replacement product provided to you by Apple under Section 2 of this Plan, including an iPad Input Device used with your covered iPad. Third-party, non-Apple-branded devices and accessories are not eligible for coverage under this Plan.

Coverage begins when you purchase the Plan and continues, unless cancelled, through the date specified in your Plan Confirmation (the "Plan Term").

You can find the price of the Plan on the original sales receipt as provided by Apple or another seller from whom you have purchased your Plan (an "Apple Authorized Reseller").

This Plan is intended to and does only apply to your Covered Equipment. This Plan is not for your commercial use and may not be used by you in furtherance of any financial gain including, but not limited to, seeking service for devices owned by others and which are not covered by this Plan. For the avoidance of doubt, other than as

provided under Section 9 of this Plan, you may not sell, transfer, subcontract, delegate, or assign any of your rights under this Plan. Apple has the right to monitor your service requests to ensure compliance. Violation of this provision may void this Plan.

2. What is Covered?

2.1 Hardware Services for Defects or Consumed Battery ("Hardware Service")

Hardware Service is provided if during the Plan Term you submit a valid claim by notifying Apple that a defect in materials and workmanship has arisen in the Covered Equipment or, in relation to Covered Equipment which uses an integrated rechargeable battery, that the capacity of the Covered Device's battery to hold an electrical charge is less than eighty percent (80%) of its original specifications. See Section 2.3 for Hardware Service fulfillment details.

Hardware Service for iPad Input Devices is limited to one iPad Input Device used with your covered iPad and/or the replacement iPad Input Device provided to you by Apple under Section 2 that is used with your covered iPad.

Exclusions to Hardware Service coverage under this Plan apply as described in Section 3.

2.2 Services for Accidental Damage from Handling ("ADH Service")

ADH Service is provided if during the Plan Term you submit a valid claim by notifying Apple that the Covered Device has failed due to accidental damage from handling resulting from an unexpected and unintentional external event (such as, drops and damage caused by liquid contact) ("ADH"). The damage must affect the functionality of your Covered Device. See Section 2.3 for ADH Service fulfillment details.

Exclusions to ADH Service coverage under this Plan apply as described in Section 3.

2.3 Fulfillment of Hardware Coverage and ADH Services

If during the Plan Term you submit a valid claim for Hardware Service or a valid claim for ADH Service, Apple will either: (i) repair the defect using new parts or previously used genuine Apple parts that have been tested and pass Apple functional requirements, or (ii) exchange the Covered Equipment with a replacement product that is new or comprised of new and/or previously used genuine Apple parts that have been tested and pass Apple functional requirements.

If repair or replacement under (i) and (ii) are not possible or available as determined by Insurer and Apple, then Apple (for Hardware Service) or Insurer (for ADH Service), at its sole discretion, will reimburse you with Apple store credit, an Apple Gift Card sent to your Apple Account, or cash in the amount equal to Apple's current retail price for the Covered Device (or, if Apple does not currently sell the Covered Device model, the retail price at which Apple last sold the Covered Device model), or the amount paid for the Covered Device as shown on the original proof of purchase, whichever is greater. In the event a reimbursement is made, the original Covered Device will become Apple's property and your Plan will automatically cancel as you are no longer in possession of the Covered Device.

Service for ADH is subject to your payment of the service fee described below. Each ADH Service you receive is a "Service Event," subject to the service fees described below.

If Apple exchanges the Covered Device, all replacement products provided under this Plan will have the same or substantially similar features (e.g., a different model, or the same model in a different color, with the same or enhanced technological features or capabilities) as the original Covered Device, or at Apple's option, the replacement product will be the same or more recent model but with different technological or functional features or capabilities as the original Covered Device. If Apple exchanges the Covered Device, the original product becomes Apple's property and the replacement product is your property with coverage effective for the remainder of the Plan Term. For any Covered Device, replacement accessories other than Apple Watch bands (e.g., AirPods Max cushions, etc.) may differ in material and color, subject to availability. For covered Apple Watch bands, regardless of the band that was supplied in the same box as the covered Apple Watch, your

replacement band will be an Apple-branded band in a style, material, and color that is subject to Apple's discretion.

Apple may use devices or replacement parts for service that are sourced from a country that is different from the country from which the Covered Device or original parts were sourced.

Exclusions apply as described below.

2.4 Service Fees and Service Events

Each time you receive services for ADH is a "Service Event," subject to the Service Event fees described below. You are eligible to receive unlimited Service Events for your Covered Device while the Plan is active, up to the date the Plan is cancelled or otherwise terminated. Requests for Service Events submitted and received by Apple after the Plan has been cancelled or terminated will not be covered by the Plan.

Important: Please refer to Section 3 for exclusions on provision of ADH Service.

The following service fees apply to each Service Event:

AirPods:	MOP$249
Apple TV:	MOP$119
Apple Watch (excluding Ultra, Hermès and Edition):	MOP$588
Apple Watch Ultra:	MOP$628
Apple Watch Edition, Hermès, Hermès Ultra:	MOP$628
Beats:	MOP$249
iPad:	
iPad Input Device:	
Apple Pencil:	MOP$248
Apple Pencil Pro:	MOP$248
Apple-branded iPad keyboard:	MOP$248
Screen-Only Damage (iPad Air 11" (M4, M3, M2), iPad Air 13" (M4, M3, M2), iPad Pro 11" (M5, M4), iPad Pro 13" (M5, M4), iPad (A16), iPad mini (A17 Pro), iPad mini (A20 Pro) models only):	MOP$248
Other Accidental Damage (iPad Air 11" (M4, M3, M2), iPad Air 13" (M4, M3, M2), iPad Pro 11" (M5, M4), iPad Pro 13" (M5, M4), iPad (A16), iPad mini (A17 Pro), iPad mini (A20 Pro)):	MOP$848
Other Accidental Damage (all other models):	MOP$388
iPhone:	
Outer Display-Only Damage:	MOP$248
Back Glass-Only Damage (not available on iPhone SE and iPhone models released prior to iPhone 12):	MOP$248
Cover Layer-Only Damage:	MOP$159
Inner Display Damage:	MOP$848
Other Accidental Damage:	MOP$848
iPod:	MOP$248

**Fees include applicable taxes payable by you*

Specific Terms for iPad and iPad Input Devices:

ADH Service for an iPad Input Device will count as a separate Service Event from ADH Service of your iPad, subject to a separate Service Event fee, even if both your iPad and an iPad Input Device are damaged at the same time. ADH Service for iPad Input Devices is limited to one iPad Input Device and/or the replacement iPad Input Device provided to you by Apple under Section 2 of this Plan that is used with your covered iPad.

For all iPad Screen-Only Damage claims, the iPad Screen-Only Damage Service Event fee specified above will apply to the ADH Service. The Covered Device must have no additional damage other than to the screen, including, but not limited to, a bent or dented enclosure, that would prevent Apple from replacing the screen on the Covered Device. Covered Devices with additional damage will be charged as iPad Other Accidental Damage for the ADH Service.

If you elect to use Express Replacement Service ("ERS") for an iPad Screen-Only Accidental Damage claim, your claim will be charged as iPad Other Accidental Damage.

iPad Screen-Only Damage repairs and Service Event fees are only applicable to the iPad models specified in the Service Event fee table above.

Specific Terms for iPhone:

For iPhone Outer Display-Only, Back Glass-Only, or Cover Layer-Only Accidental Damage Service Events, either the iPhone Outer Display-Only, Back Glass-Only, or Cover Layer-Only Damage Service Event fee will apply to each Service Event. The Covered Device must have no additional damage other than to the outer display, back glass, or cover layer, including, but not limited to, a bent or dented enclosure, that would prevent Apple from replacing either the outer display, back glass, or cover layer on the Covered Device. Covered Devices with additional damage may be charged additional Service Event fees as described below, up to a maximum fee of the applicable iPhone Other Accidental Damage Service Event fee in the table above.

For any combination of iPhone Outer Display, Back Glass, and/or Cover Layer Accidental Damage Service Events, the iPhone Outer Display-Only, Back Glass-Only, and/or Cover Layer-Only Service Event fees will apply to each Service Event. The Covered Device must have no additional damage other than to the outer display, back glass, and/or cover layer, including, but not limited to, a bent or dented enclosure, that would prevent Apple from replacing the outer display, back glass, and/or cover layer on the Covered Device. Separate Outer Display-Only, Back Glass-Only, and/or Cover Layer-Only Service Event fees will apply to each damaged component, up to a maximum fee of the applicable iPhone Other Accidental Damage Service Event fee in the table above. Covered Devices with additional damage will be charged as iPhone Other Accidental Damage.

If available, you may elect to use Express Replacement Service ("ERS") for an iPhone Outer Display-Only or Back Glass-Only Accidental Damage Service Event, but your claim will be categorized as iPhone Other Accidental Damage.

Back Glass-Only Damage repairs are not available on devices other than iPhones. Back Glass-Only Damage repair is not available on iPhone SE and iPhone models released prior to iPhone 12.

Please note that if you seek service under this Plan in a country other than Macau, the service fee or local equivalent fee may need to be paid in that country's currency and at that country's applicable rate. For further details, please visit the AppleCare+ support website at apple.com/legal/sales-support/applecare/applecareplus/ and select the appropriate device and location in which you seek service to view the applicable terms and fees.

2.5 Technical Support

During the Plan Term, Apple will provide you with priority access to telephone and web-based technical support for Covered Equipment ("Technical Support"). Technical Support may include assistance with installation, launch, configuration, troubleshooting, and recovery (excluding data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when Hardware Service is required or ADH coverage may be applicable. Apple will provide support for the then-current version of the supported software, and the prior Major Release. For purposes of this section, the term "Major Release" means a significant version of software that is commercially released by Apple in a release number format such as "1.0" or "2.0" and which is not in beta or pre-release form.

Apple Technical Support is limited to the following: (i) the Covered Equipment, (ii) the Apple-branded Operating System ("OS") and Apple- or Beats-branded software applications that are pre-installed on or designed to operate with the Covered Equipment ("Consumer Software"), and (iii) connectivity issues between the Covered Equipment, a laptop or desktop computer, a compatible television, or other compatible wireless device that

meets the Covered Equipment's connectivity specifications and runs an operating system supported by the Covered Equipment.

Exclusions apply as described below.

3. What is Not Covered?

3.1 Hardware Service and ADH Service

Apple may restrict Hardware Service and ADH Service to the country where the Covered Equipment was originally purchased.

Apple will not provide Hardware Services or ADH Services in the following circumstances:

(a) to protect against normal wear and tear, or to repair cosmetic damage not affecting the functionality of the Covered Equipment;
(b) to conduct preventative maintenance;
(c) to replace Covered Equipment that is lost or stolen;
(d) to repair damage caused by reckless, abusive, willful or intentional conduct, or any use of the Covered Equipment in a manner not normal or intended by Apple;
(e) to install, remove or dispose of the Covered Equipment or the equipment provided to you while the Covered Equipment is being serviced;
(f) to repair damage caused by a product that is not Covered Equipment, including third-party parts or accessories used with the Covered Equipment;
(g) to repair damage to a product that is not Covered Equipment, including third-party parts or accessories used with the Covered Equipment;
(h) to repair any damage to Covered Equipment (regardless of the cause) if the Covered Equipment has been opened, serviced, modified, installed or altered by anyone other than Apple or an authorized representative of Apple;
(i) to repair pre-existing conditions of the Covered Equipment if you purchased the Plan after you purchased the Covered Equipment;
(j) to repair any damage to Covered Equipment with a serial number that has been altered, defaced or removed;
(k) to repair damages caused by fire, earthquake or other external causes;
(l) to repair damage to any Apple Watch band which is not Covered Equipment;
(m) services to install, remove, or dispose of the Covered Equipment;
(n) the provision of equipment to you while the Covered Equipment is receiving service;
(o) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or software, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial of service attack, or receipt or transmission of malicious code;
(p) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of such data, a denial-of-service attack, or receipt or transmission of malicious code; or
(q) if you are seeking service for a device under this Plan for a commercial purpose in furtherance of your own financial gain, including if you have sold, transferred, subcontracted, delegated, or assigned any of your rights under this Plan (except as provided under Section 9 of this Plan).

Installation of third-party parts may affect your coverage. As a condition of receiving Hardware or ADH Service, all Covered Equipment must be returned to Apple in its entirety including all original parts or Apple-authorized replacement components. The restriction does not prejudice your consumer law rights.

3.2 Technical Support

Apple will not provide Technical Support in the following circumstances:

(a) for use of the OS and Consumer Software as server-based applications;

(b) for issues that could be resolved by upgrading software to the then-current version;
(c) for third-party products or their effects on or interactions with the Covered Equipment;
(d) for your use of a computer or OS that is not related to Consumer Software or to connectivity issues with the Covered Equipment;
(e) for software other than OS or Consumer Software;
(f) for any Consumer Software designated as “beta,” “pre-release,” “preview,” or similar designation;
(g) for damage to, or loss of any software or data that was residing or recorded on the Covered Equipment;
(h) for recovery or reinstallation of software programs and user data;
(i) for third-party web browsers, email applications, and Internet service provider software or OS configurations necessary for their use;
(j) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic hardware or software, or components thereof, that are used to store, process, access, transmit, or receive information within Covered Equipment as a result of any cause or loss other than covered losses specifically stated in this Plan, including any unauthorized access or unauthorized use of such system, a denial-of-service attack, or receipt or transmission of malicious code; or
(k) the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data stored within Covered Equipment, including any such loss caused by unauthorized access or unauthorized use of such data, a denial-of-service attack, or receipt or transmission of malicious code.

4. How to Obtain Service and Support

You may obtain service or Technical Support by calling Apple at (853) 6262-1631, or by accessing support.apple.com/zh-mo. You must provide the Plan Agreement Number or Covered Device serial number. You must also, upon request, present your Plan Confirmation, and the original sales receipt for your Covered Device and your Plan.

5. Service Options

Apple may change the method by which Apple provides repair or replacement services to you, and your Covered Equipment’s eligibility to receive a particular method of service. Service options are subject to applicable local, state, and federal laws, regulations, and legal requirements. Certain service options may not be available in locations where applicable laws, regulations, or legal requirements restrict or prohibit the shipment, transportation, importation, exportation, or return of devices, or otherwise prohibit the service option.

Service will be limited to the options available in the country where you request service. Service options, parts availability and response times may vary. If service is not available for the Covered Equipment in a country that is not the country of purchase, you may be responsible for shipping and handling charges to facilitate service in a country where service is available. If you seek service in a country that is not the country of purchase, you must comply with all applicable import and export laws and regulations and be responsible for all customs duties, V.A.T. and other associated sales taxes and charges. For international service, Apple may repair or exchange products and parts with comparable products and parts that comply with local standards.

Apple will provide Hardware or ADH Service to you through one or more of these options:

(a) Carry-in service. Carry-in service is available for most Covered Equipment. Return the Covered Equipment to an Apple-owned retail store location or to a service provider authorized by Apple that offers carry-in service. Service will be performed for you at the store, or the store may send the Covered Equipment to an Apple repair service (“ARS”) site for service. You must promptly retrieve the Covered Equipment.

(b) Mail-in service. Direct mail-in service is available for most Covered Equipment. If Apple determines that your Covered Equipment is eligible for mail-in service, Apple will send you prepaid waybills (and, if needed, packaging material). You must ship the Covered Equipment to an ARS site in accordance with Apple’s instructions. Once service is complete, the ARS site will return the Covered Equipment to you. Apple will pay for shipping to and from your location if you follow all instructions.

(c) Express Replacement Service (“ERS”) or do-it-yourself (“DIY”) parts service. ERS may be available for certain Covered Equipment. DIY parts service is available for many Covered Equipment. This allows you to service your own Covered Equipment.

If Apple requires return of the replaced device or part, Apple may require a credit card authorization to serve as security for the retail price of the replacement device or part and applicable shipping costs until you return the replaced device as instructed, and if you are not able to provide credit card authorization, service may not be available to you in which case Apple will offer an alternative arrangement for service. If you fail to return the replaced device or part as instructed or return a replaced device or part that is ineligible for service, Apple will charge the credit card for the authorized amount. If Apple does not require return of the replaced device or part, Apple will ship you free of charge a replacement device or part accompanied by any applicable instructions or requirements for disposal of the replaced device or part. In any case, Apple is not responsible for any labor costs you incur in respect to ERS or DIY parts service.

For iPhone, if available, you may elect to use ERS for iPhone Outer Display-Only or iPhone Back Glass-Only Accidental Damage Service Events, but these services are subject to the iPhone Other Accidental Damage Service Event fee set out in the table in Section 2.4 as a replacement item of Covered Equipment will be provided to you.

For iPad, if available, you may elect to use ERS for iPad Screen-Only Damage claims, but these will be subject to the iPad Other Accidental Damage Service Event fee specified in Section 2.4 as a replacement item of Covered Equipment will be provided to you.

ERS is not available for iPod.

6. Your Responsibilities

To receive service or support under the Plan, you agree to (i) provide your Plan Agreement Number, a copy of your Plan's original proof of purchase, and the Covered Equipment's serial number; (ii) provide information about the symptoms and causes of the issues with the Covered Equipment; (iii) respond to requests for information needed to diagnose or service the Covered Equipment; (iv) follow instructions Apple gives you; (v) if requested, provide information to verify your ownership of the Plan (i.e., your name, telephone number, email address, Apple Account, and/or any other information Apple deems necessary); (vi) update software to currently published releases prior to seeking service; and (vii) back up software and data residing on the Covered Equipment.

FOR DEVICES WITH STORAGE MEDIA, DURING HARDWARE SERVICE, APPLE WILL DELETE THE CONTENTS OF THE COVERED EQUIPMENT AND REFORMAT THE STORAGE MEDIA. Apple will return your Covered Equipment or provide a replacement as the Covered Equipment was originally configured, subject to applicable updates. Apple may install OS updates as part of Hardware Service that will prevent the Covered Equipment from reverting to an earlier version of the OS. Third-party applications installed on the Covered Equipment may not be compatible or work with the Covered Equipment as a result of the OS update. You will be responsible for reinstalling all other software programs, data, and passwords.

7. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, APPLE AND ITS EMPLOYEES AND AGENTS, AND THE INSURER, WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER OF THE COVERED EQUIPMENT FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, THE COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM APPLE'S OR THE INSURER'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF APPLE AND ITS EMPLOYEES' AND AGENTS' AND THE INSURER'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE PLAN. APPLE SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE THE COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ANY RIGHTS AND REMEDIES PROVIDED UNDER CONSUMER LAWS AND REGULATIONS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, APPLE'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACEMENT OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OR ALL OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

8. Cancellation

8.1 Your Cancellation Rights

Regardless of your Plan type, you may cancel this Plan at any time for any reason effective immediately and may be entitled to a refund as described below. To receive any refund, you may be asked to provide your Plan Agreement Number and/or your Plan's original proof of purchase.

8.2 How to Cancel

(a) Cancellation with Return of Covered Equipment:

To cancel this Plan with the return of your Covered Equipment, as permitted by the original sales channel's return policy, you must return your Covered Equipment through the original sales channel (whether an Apple Authorized Reseller or Apple). You (or the Payment Plan Provider, in the event your Plan was financed) will receive a full Plan refund. If you purchased the Covered Equipment from an Apple Authorized Reseller, you may need to contact Apple as stated below to cancel the Plan. If you did not purchase this Plan from the same sales channel where you purchased the Covered Equipment, you may need to contact Apple to cancel this Plan.

(b) Cancellation of Plans Purchased from Apple Authorized Resellers:

(1) If you purchased a Single-Pay Plan from an Apple Authorized Reseller and cancel within thirty (30) days of purchase of the Plan, you may need to cancel the Plan via the Apple Authorized Reseller to receive a refund.

(2) If you purchased a Single-Pay Plan from an Apple Authorized Reseller and cancel more than thirty (30) days after the purchase of the Plan, you may:

(A) Call Apple at (853) 6262-1631; or

(B) Send written notice to Apple Macau Limitada, Avenida da Praia Grande, 759 5/Floor, Macau, China.

If sending written notice to cancel your Single-Pay Plan, please provide your Covered Device's serial number, your Plan Agreement Number, your Plan's original proof of purchase, and your contact information. Your Plan will be cancelled upon receipt of your written notice.

(3) If you purchased a Monthly Pay Plan from an Apple Authorized Reseller, contact that Apple Authorized Reseller or your billing provider to cancel your Plan.

(c) Cancellation of Single-Pay Plans Purchased from Apple:

To cancel a Single-Pay Plan, effective immediately:

(1) If available, and only if the Single-Pay Plan was purchased from Apple, go to getsupport.apple.com/products, select "Hardware Coverage" and "Cancel an AppleCare Plan," and follow the instructions;

(2) If available and only if the Single-Pay Plan was purchased from Apple, follow the steps in the Apple Support app, which can be downloaded through the App Store. If you do not see your

Plan when you try to cancel if, you may need to finish setting up your Apple Account. For further assistance, please refer to support.apple.com/HT202704;

(3) Call Apple at (853) 6262-1631; or

(4) Send written notice to Apple Macau Limitada, Avenida da Praia Grande, 759 5/Floor, Macau, China.

If sending written notice to cancel your Single-Pay Plan, please provide your Covered Device's serial number, your Plan Agreement Number, your Plan's original proof of purchase, and your contact information. Your Plan will be cancelled upon receipt of your written notice.

(d) Cancellation of Single-Pay Plans Purchased Through a Payment Plan Provider:

If your Single-Pay Plan is financed through a Payment Plan Provider, contact Apple (if it is your billing provider) or that Payment Plan Provider to cancel your Plan. Apple may return any refund owed to the Payment Plan Provider who paid Apple for your Plan. Additionally, where you pay for the Plan by installments and there are arrears, the Payment Plan Provider can request that Apple cancel your Plan.

(e) Cancellation of Monthly Pay Plans:

(1) To cancel a Monthly Pay Plan purchased from Apple, call Apple (if it is your billing provider) at (853) 6262-1631.

(2) To cancel a Monthly Pay Plan that is financed by a third party, contact that Payment Plan Provider to cancel your Plan. Apple may return any refund owed to the Payment Plan Provider who paid Apple for your Plan.

8.3 Refunds

Unless local law provides otherwise, cancellation refunds will be provided as follows:

(1) If you cancel this Plan within thirty (30) days of the Plan's purchase date and you paid for the Plan in full, you will receive a full refund, less the value of any benefits provided to you under the Plan.

(2) If you cancel this Plan more than thirty (30) days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less the value of any benefits provided to you under the Plan.

Apple may return any refund owed to the Payment Plan Provider who paid Apple for your Plan.

8.4 Apple's Cancellation Rights

Where you pay for the Plan in installments and there are arrears, the Payment Plan Provider can request that Apple cancel your Plan.

Unless applicable local law provides otherwise, Apple may cancel this Plan immediately and without prior notice for fraud or material misrepresentation, or if you have used this Plan for commercial purposes in furtherance of your own financial gain, and may demand immediate payment of the cost of all services provided to you and no refund of any kind will be issued.

Additionally, unless local law provides otherwise, Apple may cancel this Plan if service parts for the Covered Equipment are not available, or if Apple is no longer able to service your Covered Equipment, upon thirty (30) days' prior written notice. If local law permits and Apple cancels this Plan for the unavailability of service parts, you will receive a pro-rata refund for the Plan's unexpired term.

8.5 Effect of Cancellation

Upon the effective date of your early cancellation, Apple's future obligations under this Plan to you are fully extinguished.

9. Transfer of Plan

You may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (i) you transfer to the other party the original proof of purchase, the Plan Confirmation, the Plan's printed materials, and this service contract; (ii) you notify Apple of the transfer by sending notice of transfer to Apple at Macau Limitada, Avenida da Praia Grande, 759, 5/Floor, Macau, China; (iii) you provide the Plan to the other party; and (iv) the other party accepts the terms of this service contract. Additionally, with regard to Monthly Pay Plans, including if you financed the purchase of your Plan, the transferee must assume and comply with all payment obligations of the transferor, and any failure to do so by a transferee shall immediately trigger the cancellation provisions applicable to Monthly Pay Plans, as described in Section 8. When notifying Apple of the transfer, you must provide the Plan Agreement Number, the serial number of the Covered Equipment, and the name, address, telephone number, and email address of the new owner.

10. General Terms

(a) Apple may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.

(b) Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside of Apple's reasonable control.

(c) You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.

(d) This Plan is offered and valid only in Macau. Persons who have not reached the age of majority may not purchase this Plan. This Plan may not be available in all jurisdictions and is not available where prohibited by law.

(e) In carrying out its obligations Apple may, at its discretion and solely for the purposes of monitoring the quality of Apple's response, record part or all of the calls between you and Apple.

(f) You agree that any information or data disclosed to Apple under this Plan is not confidential or proprietary to you. Furthermore, you agree that Apple may collect and process data on your behalf when it provides any service. This may include transferring your data to affiliated companies, the Insurer, or service providers in accordance with the Apple Customer Privacy Policy.

(g) Apple has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction.

(h) **You understand and agree that by purchasing the Plan, Apple will use, process, transfer, and protect your information in accordance with Apple Customer Privacy Policy available at apple.com/mo/legal/privacy. Without prejudice to the foregoing, you agree that Apple, its affiliates or service providers may use and process your name, device serial number, contact information, repair history and other personal information we, our affiliates or service providers collect or generate in relation to your Plan, for the purposes of: (i) providing and administering the services under the Plan and performing this contract; (ii) ensuring service quality; and (iii) communicating with you regarding your Plan, related financial transactions, and services and support provided under this contract. For such purposes, you agree that this may include the transfer of your personal information between Apple, its affiliates and service providers. If you have any questions regarding the processing of your personal data, contact Apple through the telephone numbers provided or at apple.com/legal/privacy/contact. If you wish to have access to the information that Apple holds concerning you or if you want to make changes, access account.apple.com to update your personal contact preferences or you may contact Apple at apple.com/mo/privacy/contact.**

(i) The terms of the Plan, including the original sales receipt of the Plan and the Plan Confirmation, shall prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's (and, where applicable for ADH Service, the Insurer's) entire understanding with respect to the Plan.

(j) Apple is not obligated to renew this Plan. If Apple does offer to renew this Plan, Apple will determine the price and terms.

(k) There is no informal dispute settlement process available under this Plan.

(l) "Apple" is the entity and legal and financial obligor in relation to all obligations under this Plan apart from the ADH Service coverage. As stated in Section 1, for ADH Service coverage, the Insurer is the legal and financial obligor covering the costs of such Service Events in excess of your service fee and appoints Apple to provide the Service Events under Section 2.4 of this Plan. "Beats" is Beats Electronics LLC (a/k/a Beats by Dr. Dre), a subsidiary of Apple Inc. producing audio products, including certain Covered Equipment under the Beats brand name.

(m) In relation to ADH Services, the Insurer shall not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Insurer, its parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Macau, the European Union, United Kingdom or United States of America.

(n) The laws of Macau govern this Plan.

Telephone Numbers

See support.apple.com/HT201232 for local telephone numbers.

* Telephone numbers and hours of operation may vary and are subject to change. Toll-free numbers are not available in all countries.

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