

AppleCare Protection Plan for iPad – Europe/Middle East/Africa

How Consumer Rights Affect this Plan

FOR CONSUMERS, WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRIES, THE BENEFITS CONFERRED BY THE ABOVE-MENTIONED PLANS ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. NONE OF THE TERMS OF THIS PLAN WILL BE DETRIMENTAL TO THE RIGHTS GRANTED TO CONSUMERS BY APPLICABLE MANDATORY RULES, INCLUDING BUT NOT LIMITED TO THE RIGHT TO CLAIM FOR THE APPLICATION OF THE REMEDIES SET FORTH BY WARRANTY RULES AND THE RIGHT TO CLAIM FOR THE REIMBURSEMENTS OF DAMAGES IN CASE OF FULL OR PARTIAL BREACH OR NOT-CORRECT FULFILLMENT BY APPLE OF ITS CONTRACTUAL OBLIGATIONS. FOR FURTHER INFORMATION PLEASE REFER TO SECTION 12 ("Country Variation") BELOW.

1. The Plan. This service contract governs the hardware service and technical support provided to you by Apple Sales International or its successor in title ("Apple") under the above-mentioned plan (the "Plan") for the Apple branded product and the accessories contained in its original packaging ("Covered Equipment") listed on your proof of coverage document ("Plan Confirmation").

2. When Coverage Begins and Ends.

Coverage begins when you purchase the Plan and ends on the date specified in your Plan Confirmation ("Coverage Period"). To obtain your Plan Confirmation register your Covered Equipment and your Plan's registration number ("Plan Agreement Number") with Apple. If auto-registration is available, your sales receipt will be your Plan Confirmation. The terms of this Plan, the original sales receipt for your Plan and the Plan Confirmation are each part of your service contract. The price of the Plan is contained in the original sales receipt. The hardware service and technical support coverage provided by the Plan is additional to the coverage provided by the manufacturer's hardware warranty and complimentary technical support.

3. What is Covered?

3.1 Hardware Service

If during the Coverage Period, you submit a valid claim by notifying Apple that (i) a defect in materials and workmanship has arisen in the Covered Equipment or, (ii) the capacity of the Covered Equipment's battery to hold an electrical charge has depleted fifty (50%) percent or more from its original specifications, Apple will either (a) repair the defect at no charge, using new or refurbished parts that are the equivalent to new in performance and reliability, or (b) exchange the Covered Equipment with a replacement product that is new or equivalent to new in performance and reliability and is functionally equivalent to the original product. If Apple exchanges the Covered Equipment, the original product becomes Apple's property and the replacement product is your property, with coverage for the remaining period of the plan.

3.2 Covered Equipment

In addition to the Apple-branded product and accessories contained in the original packaging, "Covered Equipment" includes an AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Time Capsule, if used with the Covered Equipment and originally purchased by you no earlier than two years before the Covered Equipment purchase.

3.3 Technical Support

During the Coverage Period, Apple will provide you with access to telephone and web-based technical support resources. Technical support may include assistance with installation, launch, configuration, troubleshooting, and recovery (except for data recovery), including storing, retrieving, and managing files; interpreting system error messages; and determining when hardware service is required. Apple will provide support for the then-current version of the supported software, and the prior Major Release. For purposes of this section, "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. The scope of technical support provided to you will vary according to your Plan.

3.4 Scope of Technical Support

Under the Plan, Apple will provide technical support for the Covered Equipment, iPad OS (“iOS”) and software applications that are pre-installed with the Covered Equipment (both referred to as “Consumer Software”) and connectivity issues between the Covered Equipment and a “Supported Computer”, meaning a computer that meets the Covered Equipment’s connectivity specifications.

4. What is not Covered?

4.1 Hardware Service. Apple may restrict service to the Covered Equipment’s original country of purchase. The Plan does not apply to:

- (i) Installation, removal or disposal of the Covered Equipment, or provision of equipment while the Covered Equipment is being serviced;
- (ii) Damage caused by (a) a product that is not the Covered Equipment, (b) accident, abuse, misuse, liquid contact, fire, earthquake or other external causes, (c) operating the Covered Equipment outside the permitted or intended uses described by the manufacturer, or (d) service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider (“AASP”);
- (iii) Covered Equipment with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of the manufacturer;
- (iv) Covered Equipment that has been lost or stolen. This Plan only covers Covered Equipment that is returned to Apple in its entirety;
- (v) Cosmetic damage to the Covered Equipment including but not limited to scratches, dents and broken plastic on ports;
- (vi) Preventative maintenance on the Covered Equipment; or
- (vii) Defects caused by normal wear and tear or otherwise due to normal aging of the product;

4.2 Technical Support. The Plan does not include:

- (i) Your use of the iOS and Consumer Software as server-based applications;
- (ii) Issues that could be resolved by upgrading software to the then current version;
- (iii) Third-party products or their effects on or interactions with the Covered Equipment, the iOS or Consumer Software;
- (iv) Your use of a computer or operating system that is unrelated to Consumer Software or connectivity issues with the Covered Equipment;
- (v) Apple software other than the iOS or Consumer Software, as covered under the Plan;
- (vi) iOS software or any Apple-branded software designated as “beta”, “prerelease,” or “preview” or similarly labeled software; or
- (vii) Damage to, or loss of any software or data residing or recorded on the Covered Equipment. Recovery and reinstallation of software programs and user data are not covered under this Plan.

5. How to Obtain Service and Support?

You may obtain hardware services and technical support by accessing the Apple website (www.apple.com/support/country) or calling the telephone number listed in section 12 below. If calling, an Apple technical support representative will answer, request your Plan Agreement Number or Covered Equipment serial number, before providing assistance. Keep your Plan Confirmation document and the original sales receipt for your Covered Equipment and your Plan, as it will be required if there is any question as to your product’s eligibility for coverage.

6. Hardware Service Options.

6.1 Apple will provide hardware services through one or more of the following options:

(i) Carry-in service. Return the Covered Equipment to an Apple-owned retail store or an AASP location offering carry-in service. Service will be performed at the location, or the store may send the Covered Equipment to an Apple repair service (“ARS”) location to be repaired or replaced. Once you are notified that service is complete, you will promptly retrieve the Covered Equipment.

(ii) Mail-in service. If Apple determines that your Covered Equipment is eligible for mail-in service, Apple will send you prepaid way bills (and if you no longer have the original packaging, Apple may send you packaging material) and you will ship the Covered Equipment to an ARS location in accordance with Apple’s instructions. Once service is complete, the ARS location will return the Covered Equipment or a replacement product to you. Apple will pay for shipping to and from your location if all instructions are followed.

(iii) Express replacement or do-it-yourself (“DIY”) parts service. Express replacement is available for certain Covered Equipment products, and DIY parts service is available for many Covered Equipment parts, allowing you to service your own product. If DIY parts service is available in the circumstances, the following process will apply.

(a) Service where Apple requires return of the replaced product or part. Apple may require a credit card authorization as security for the retail price of the replacement product or part and applicable shipping costs. If you are unable to provide credit card authorization, service may not be available to you and Apple will offer alternative arrangements for service. Apple will ship a replacement product or part to you with installation instructions, if applicable, and any requirements for the return of the replaced product or part. If you follow the instructions, Apple will cancel the credit card authorization, so you will not be charged for the product or part and shipping to and from your location. If you fail to return the replaced product or part as instructed or return a replaced product or part that is ineligible for service, Apple will charge the credit card for the authorized amount.

(b) Service where Apple does not require return of the replaced product or part. Apple will ship you free of charge a replacement product or part accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced product or part.

(c) Apple is not responsible for any labor costs you incur relating to express replacement or DIY parts service. Should you require further assistance, contact Apple at the telephone number listed below.

6.2 Apple reserves the right to change the method by which Apple may provide repair or replacement service to you, and your Covered Equipment’s eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Apple may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

7. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

(i) Provide your Plan Agreement Number and a copy of your Plan’s original proof of purchase, if requested;

(ii) Provide information about the symptoms and causes of the issues with the Covered Equipment;

(iii) Respond to requests for information, including but not limited to the Covered Equipment serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Covered Equipment, any error messages displayed, actions taken before the Covered Equipment experienced the issue and steps taken to resolve the issue;

(iv) Follow instructions Apple gives you, including but not limited to refraining from sending Apple products and accessories that are not subject to repair or replacement service and packing the Covered Equipment in accordance with shipping instructions;

(v) Update software to currently published releases prior to seeking service; and

(vi) Make sure to backup software and data residing on the Covered Equipment. DURING APP FOR IPAD SERVICE, APPLE WILL DELETE THE CONTENTS OF THE IPAD AND REFORMAT THE STORAGE MEDIA. Apple will return your iPad or provide a replacement iPad as the iPad was originally configured, subject to applicable updates. Apple may install iOS updates as part of hardware service that will prevent the iPad from reverting to an earlier version of the iOS. Third party applications installed on the iPad may not be

compatible or work with the iPad as a result of the iOS update. You will be responsible for reinstalling all other software programs, data and passwords.

8. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, APPLE AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO 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 OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF APPLE AND ITS EMPLOYEES AND AGENT'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 COVERED EQUIPMENT WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT APPLE'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD.

FOR CONSUMERS IN JURISDICTIONS WHO HAVE THE BENEFIT OF CONSUMER PROTECTION LAWS OR REGULATIONS, THE BENEFITS CONFERRED BY THIS PLAN ARE IN ADDITION TO ALL RIGHTS AND REMEDIES PROVIDED UNDER SUCH 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 REPLACE OR REPAIR OF THE COVERED EQUIPMENT OR SUPPLY OF THE SERVICE. NOTHING IN THIS PLAN SHALL PREJUDICE CONSUMER RIGHTS GRANTED BY THE APPLICABLE MANDATORY LAWS, INCLUDING CONSUMER RIGHT TO SEEK FOR DAMAGES IN THE EVENT OF TOTAL OR PARTIAL NON-PERFORMANCE OR INADEQUATE PERFORMANCE BY APPLE OF ANY OF ITS CONTRACTUAL OBLIGATIONS.

9. Cancellation

You may cancel this Plan at any time for any reason. If you decide to cancel either call Apple at the telephone number below, or send or fax written notice with your Plan Agreement Number to Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland (fax number : +353-(0)21-428-3917). A copy of the Plan's original proof of purchase must accompany your notice. Unless local law provides otherwise, if you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than thirty (30) days after your receipt of this Plan, you will receive a pro rata refund of the original purchase price, based on the percentage of unexpired Coverage Period from the Plan's date of purchase, less (a) a cancellation fee listed in section 12 or ten percent (10%) of the pro-rata amount, whichever is less, and (b) the value of any service provided to you under the Plan. Unless applicable local law provides otherwise, Apple may cancel this Plan for fraud or material misrepresentation. Unless applicable local law provides otherwise, Apple may also cancel this Plan if service parts for the Covered Equipment become unavailable, upon thirty (30) days' prior written notice. If Apple cancels this Plan for the unavailability of service parts, you will receive a pro-rata refund for the Plan's unexpired term.

10. Transfer of Plan

(i) With Transfer of Covered Equipment to New Owner. Subject to the restrictions set forth below, you may make a one-time permanent transfer of all of your rights under the Plan to another party, provided that: (a) the transfer includes a copy of the Plan's original proof of purchase, the Plan's Confirmation and all of the Plan's packaging material, including printed materials and these Terms and Conditions; (b) you notify Apple of the transfer by sending or faxing notice of transfer to Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland, fax number +353-(0)21-428-3917, respectively, and (c) the party receiving the Plan accepts the Terms and Conditions of the Plan. When notifying Apple of the transfer of the Plan, you must provide the Plan Agreement Number, the serial number of the Covered Equipment being transferred, a copy of the Plan's original proof of purchase and the name, address, telephone number and email address of the new owner.

(ii) With Transfer From Original Covered Equipment to New Covered Equipment. You may make a one time, permanent transfer of the coverage under the Plan to a new Apple product that is owned and purchased by you within thirty (30) days of the Covered Equipment purchase. The new product must be

eligible for coverage under the Plan and at the time of transfer both products must be covered under the Apple one (1) year limited warranty. Apple will issue a Plan Confirmation for the new product, which will then become the Covered Equipment. When notifying Apple of the transfer, you must provide the Plan Agreement Number, the serial numbers and Proof of Purchase of the products being transferred by sending or faxing, where available, notice of transfer to Apple as set forth in the section immediately above.

11. General Terms

- (i) 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.
- (ii) Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside Apple's reasonable control.
- (iii) You are not required to perform preventative maintenance on the Covered Equipment to receive service under the Plan.
- (iv) This Plan is offered and valid only if you are a resident of a country in which Apple or its affiliated companies offers the Plan that are set forth here: <http://www.apple.com/legal/applecare/emeaipadcountrylist.html>. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states or provinces, and is not available where prohibited by law.
- (v) 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.
- (vi) 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 service. This may include transferring your data to affiliated companies or service providers in accordance with the Apple Customer Privacy Policy available at the website listed below.
- (vii) Apple has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Apple regarding the processing of data, and Apple will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact Apple at the telephone numbers provided.
- (viii) **Apple will protect your information in accordance with Apple Customer Privacy Policy available at URL www.apple.com/legal/warranty/privacy. If you wish to have access to the information that Apple holds concerning you or if you want to make changes, access URL www.apple.com/contact/myinfo to update your personal contact preferences or you may contact Apple's European data controller at privacyeurope@apple.com**
- (ix) The terms of the Plan, including the original sales receipt of the Plan and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's entire understanding with respect to the Plan.
- (x) You must purchase and register the Plan while your Apple-branded product is within Apple's One Year Limited warranty. Apple is not obligated to renew this Plan. If Apple does offer a renewal, it will determine the price and terms.
- (xi) There is no informal dispute settlement process available under this Plan.
- (xii) The financial obligations of this Plan are backed by Apple Sales International, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland. Should Apple Sales International fail to meet those obligations, Apple Operations Europe, HollyHill Industrial Estate, Hollyhill, Cork, Ireland would assume such obligations.
- (xiii) In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect.
- (xiv) These terms and conditions shall be governed by and construed under the laws of the country in which the Plan was purchased. This choice of law does not include the conflicts of laws provisions thereof nor the UN Sales Convention.

(xv) There is no deductible payment due in respect of a claim made under this Plan.

(xvi) The Plan will not be cancelled due to pre-existing conditions in the Covered Equipment that are eligible for service under the Plan.

12. Country Variations

The following country, province and state variations will control if inconsistent with any other provisions of this Plan:

UNITED KINGDOM

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING PROVISIONS:

8.1 - Apple is not responsible for ensuring that the Plan is suitable for your required purpose.

8.2 - Nothing in these Terms and Conditions shall limit or exclude Apple's liability (i) for death or personal injury caused by its negligence or (ii) for fraud or (iii) any liability which cannot be excluded by law.

8.3 - Subject to clauses 8.2 and 8.4, Apple will not be liable whether in contract, tort (including negligence) or otherwise for any loss or damage caused by it or its employees or agents under and / or in connection with this Plan:

- i) where such loss or damage is not a reasonably foreseeable result of any such breach; or
- ii) for any increase in loss or damage resulting from breach by you of any term of this Plan; or
- iii) for any losses that relate to a business operated by you (including without limitation lost data, lost profits or business interruption).

8.4 Subject to clause 8.2, if you are not a consumer, Apple's maximum liability whether in contract, tort (including negligence) or otherwise for any loss or damage caused by it or its employees or agents under and / or in connection with this Plan shall be limited to a sum equivalent to the amount which you paid Apple for the Plan.

8.5 – These terms and conditions do not affect your statutory rights as a consumer, nor your right to cancel the Plan as per Section 9. For further information about your statutory rights contact your local Trading Standards Department or Citizens' Advice Bureau.

Section 9 - You have the right to cancel this Plan within forty-five (45) days of purchase and receive a full refund unless you have received support or services under the Plan. After the 45-day cancellation period, you may cancel the Plan at any time within the Plan's term and obtain a pro rata refund of the Plan's original purchase price, based on the remaining period of full unexpired months of cover provided by the Plan. If you have received service and support, the Plan will continue in accordance with these Terms and Conditions.

Section 11 (ix) is replaced with the following:

If you are a consumer: These terms and conditions together with any previous written or oral representations given or made by Apple or any representative of Apple constitute your and Apple's entire understanding with respect to the Plan. Such terms shall prevail over any conflicting, additional, or other terms of any purchase order or other document submitted by you.

If you are not a consumer: The terms of the Plan, including the original sales receipt of the Plan and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Apple's entire understanding with respect to the Plan. Any other warranties, conditions and / or terms which might otherwise be implied into these terms and conditions are hereby excluded to the fullest extent permitted by law.

IRELAND

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING:

8.1- IF YOU ARE A CONSUMER, NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR BREACH OF ANY TERM IMPLIED BY STATUTE.

8.2 - IF YOU ARE NOT A CONSUMER:

- THESE TERMS AND CONDITIONS SET OUT THE FULL EXTENT OF OUR OBLIGATIONS AND LIABILITIES IN RESPECT OF THE PLAN;

- THERE ARE NO WARRANTIES, CONDITIONS OR OTHER TERMS THAT ARE BINDING ON US EXCEPT AS EXPRESSLY STATED IN THESE TERMS AND CONDITIONS; AND

- ANY WARRANTY, CONDITIONS OR OTHER TERM CONCERNING THE PLAN WHICH MIGHT OTHERWISE BE IMPLIED INTO OR INCORPORATED IN THESE TERMS AND CONDITIONS BY STATUTE, COMMON LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY IMPLIED TERM AS TO QUALITY, FITNESS FOR PURPOSE, REASONABLE CARE AND SKILL) IS HEREBY EXPRESSLY EXCLUDED. IN PARTICULAR, APPLE WILL NOT BE RESPONSIBLE FOR ENSURING THAT THE PLAN IS SUITABLE FOR YOUR PURPOSES.

8.3 - NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE OR FOR FRAUD.

8.4 - SUBJECT TO CLAUSE 8.3, WE WILL NOT BE LIABLE UNDER THESE TERMS AND CONDITIONS FOR ANY LOSS OF INCOME, LOSS OF PROFITS, LOSS OF CONTRACTS, LOSS OF DATA OR FOR ANY OTHER INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND HOWSOEVER ARISING AND WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT OR OTHERWISE.

8.5- SUBJECT TO CLAUSE 8.3, OUR MAXIMUM AGGREGATE LIABILITY UNDER THESE TERMS AND CONDITIONS, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, SHALL IN NO CIRCUMSTANCES EXCEED THE AMOUNT PAYABLE BY YOU TO US IN RESPECT OF THE PLAN.

Section 9 - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

AUSTRIA

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING:

AN OBLIGATION FOR DAMAGES OF APPLE AS WELL AS OF ANY OF ITS EMPLOYEES OR AGENTS ON THE BASIS OF A CONTRACT OR ON ANY OTHER BASIS WHATSOEVER ONLY EXISTS TO THE EXTENT THAT SUCH DAMAGE HAS BEEN CAUSED DUE TO NEGLIGENCE OR WILFULL INTENT. APPLE WILL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY LOSS OF PROFIT, LOSS OF EXPECTED BUT NOT REALISED OPPORTUNITIES, INDIRECT DAMAGES OR CONSEQUENTIAL DAMAGES, DAMAGES TO DATA OR DAMAGES ARISING FROM THIRD PARTIES' CLAIMS. THE AFOREGOING SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS.

Section 9 - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

BELGIUM

Section 9:

The cancellation fee referred to in section 9 (applicable in case you cancel more than 30 days after your receipt of the Plan) amounts to €25.00 or 10 per cent of the pro-rata amount, whichever is less.

DENMARK:

Section 8:

Section 8 (Limitation of liability) is supplemented by the following provision:

The limitation of liability set forth in section 8 shall not apply to losses and/or damages that have been caused by wilful or grossly negligent acts. This complies whether or not such liability is based on contract or any other theory.

Mandatory liability under the Product Liability Act is not affected by the limitation of liability mentioned in section 8.

Section 9:

Section 9 is supplemented by the following provision:

- a) If you are a consumer and you have entered this Plan through the Apple Online Store web site or through another distance contract (e.g. over the phone), you may cancel the Plan within 14 days following your purchase of the Plan, or the receipt of these Terms and Conditions, whichever occurs later, and you will receive a full refund of the purchase price in accordance with the Consumers Contract Act.
- b) If you cancel your purchase more than 30 days after your receipt of this Plan, but no later than 6 months after the purchase, you will receive a pro-rata refund of the purchase price, less a cancellation fee of DKK 180 or 10 per cent of the pro-rata refund, whichever amount is less.
- c) If you cancel your purchase after the above-mentioned 6 months period you will receive a pro-rata refund of the purchase price but will not be charged any cancellation fee in accordance with the Danish Act on Certain Consumer Contracts.

Provided that in all cases (a) - (c) the value of any services provided prior to cancellation shall be deducted from any refund due.

FINLAND

Section 8 - If you are a consumer, nothing in this Plan shall limit or exclude Apple's liability for any breach of legislation. Nothing in this Plan shall limit the statutory rights of consumers.

If you are not a consumer:

- this Plan sets out the full extent of Apple's obligations and liabilities in respect of the supply of products (and performance of telephone support and warranty services) and performance of any services;
 - there are no warranties, conditions or other terms that are binding on Apple except as expressly stated in this Plan; and
 - any warranty, condition or other term concerning products or services which might otherwise be implied into or incorporated in this Plan by statute, common law, laws applicable in the country where you purchased the Plan or otherwise (including without limitation any implied term as to quality, fitness for purpose, reasonable care and skill) is hereby expressly excluded to the maximum extent permitted by law. In particular, Apple will not be responsible for ensuring that the Plan is suitable for your purposes.
- Nothing in this Plan shall limit or exclude Apple's liability for death or personal injury caused by our negligence or for fraud.

Subject to above Apple will not be liable under this Plan for any loss of income, loss of profits, loss of contracts, loss of data or for any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise.

Subject to above Apple's maximum aggregate liability under this Plan whether in contract, tort (including negligence) or otherwise shall in no circumstances exceed the amount payable by you to us in respect of the product(s) and/or services in question.

Section 9: If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

If you are a consumer and you have entered this Plan through the Apple Store web site or through another distance contract (e.g., through the Apple Store web site or by phone), you may cancel the Plan

within fourteen days following your purchase of the Plan, or receipt of a confirmation of purchase stating, inter alia, your cancellation rights, whichever occurs later and you will receive a full refund.

FRANCE

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING:

8.1- IF YOU ARE A CONSUMER, NOTHING IN THE PLAN SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR BREACH OF ANY TERM IMPLIED BY MANDATORY CONSUMER LAWS AND, MORE GENERALLY, ANY RIGHTS YOU MAY HAVE UNDER MANDATORY CONSUMER LAWS.

8.2 - IF YOU ARE NOT A CONSUMER:

- THESE TERMS AND CONDITIONS SET OUT THE FULL EXTENT OF OUR OBLIGATIONS AND LIABILITIES IN RESPECT OF THE PLAN;

- THERE ARE NO WARRANTIES, CONDITIONS OR OTHER TERMS THAT ARE BINDING ON US EXCEPT AS EXPRESSLY STATED IN THESE TERMS AND CONDITIONS; AND

- ANY OTHER WARRANTY AND/OR OBLIGATION CONCERNING THE PLAN WHICH WE MIGHT BORN PURSUANT TO LAW (INCLUDING ANY IMPLIED TERM AS TO CARE AND SKILL) IS HEREBY EXPRESSLY EXCLUDED. IN PARTICULAR, APPLE WILL NOT BE RESPONSIBLE FOR ENSURING THAT THE PLAN IS SUITABLE FOR YOUR PURPOSES.

8.3 - NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR DEATH OR PERSONAL INJURY FOR WHICH WE WOULD BE FOUND RESPONSIBLE, FOR FRAUD (DOL) OR FOR WILFUL MISCONDUCT (FAUTE LOURDE).

8.4 - SUBJECT TO CLAUSES 8.1 AND 8.3, WE WILL NOT BE LIABLE UNDER THESE TERMS AND CONDITIONS FOR ANY LOSS OF INCOME, LOSS OF PROFITS, LOSS OF OPPORTUNITIES, LOSS OF DATA OR FOR ANY OTHER INDIRECT LOSS.

8.5- SUBJECT TO CLAUSES 8.1 AND 8.3, OUR MAXIMUM AGGREGATE LIABILITY UNDER THESE TERMS AND CONDITIONS SHALL IN NO CIRCUMSTANCES EXCEED THE AMOUNT YOU PAID IN RESPECT OF THE PLAN.

Section 9 – Section 9 is completed and amended as follows:

If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

If you are a consumer and have purchased the Plan by way of a "distance selling" technique, as per French consumer laws, you have the right, in accordance with Articles L.121-20 and L.121-20-1 of the French Consumer code, to cancel the Plan without charge during a period of 7 days following your purchase of the Plan (or such longer period as is expressly provided, in specific circumstances, by the said Articles of the French Consumer code). All amounts you have paid for the Plan will be reimbursed to you. However, should supply of the services under the Plan have begun with your consent prior to expiry of the said 7-day period, the aforementioned cancellation right shall not be applicable. After the said 7-day cancellation period in the event it is applicable or at any time should supply of the services have begun with your consent prior to expiry of the said period, as per the above, your cancellation rights shall be as set out in Section 9 (Cancellation), as the same is completed by this Section 12 (Country Variations).

Section 11 – Section 11 is completed and amended as follows:

Duration of this Plan is indicated in the Plan Confirmation.

If you are a consumer and have purchased the Plan by way of a "distance selling" technique, as per French consumer laws, paragraph (ii) of Section 11 (General Terms) is replaced with the following:

Apple is not responsible for any failures or delays in performing under the Plan that are due to (i) you, (ii) an unforeseeable and insuperable action or omission of a third party or (iii) a force majeure event.

Moreover, in accordance with French law, apart from this Plan, and if applicable, Apple provides consumers a guarantee for defects of conformity (Articles L.211-1 et seq. of the French Consumer code) and for hidden defects under the conditions stated in Articles 1641 to 1649 of the French Civil code.

In accordance with Article L.211-15 of the French Consumer code, the following Articles apply to consumers and are here below reproduced in their entirety (as translated by Apple):

Article L.211-4 of the French Consumer code: "The seller must deliver a good which conforms to the contract and will be liable for defects of conformity existing at the time of delivery. The seller will also be liable for defects of conformity resulting from the packing, the instructions for assembly or the installation when the seller was in charge of installation pursuant to the contract or when the said installation is carried out under the seller's responsibility".

Article L.211-5 of the French Consumer code: "To be conform to the contract, the good must:

1° Be fit for the purpose for which a good of the same type is normally used and, if applicable:

- comply with the description given by the seller and possess the qualities which the seller has held out to the buyer as a sample or model;
- have the qualities which the buyer can legitimately expect, taking into account the public statements made by the seller, the producer or its representative, including in advertising or on labelling;

2° Or have the features defined by mutual agreement of the parties or be fit for any special use sought by the buyer, made known to the seller and which the seller has accepted."

Article L.211-12 of the French Consumer code: "Legal action based on defect of conformity lapses two years after delivery of the good."

Article 1641 of the French Civil code: "The Seller is bound by a warranty on account of the hidden defects of the good sold that render it unfit for the use for which it was intended, or that so reduce the said use, that the buyer would not have acquired the good, or would have offered a lower price for it, had they been known to him."

Article 1648 par. 1 of the French Civil code: "Legal action based on redhibitory defects must be introduced by the buyer within a period of two years following the discovery of the defect."

For these terms and conditions, including the aforementioned extracts of the French Consumer and Civil codes, in French, please go to <http://www.apple.com/legal/warranty/>.

GERMANY

SECTION 6.2 - SECTION 6.2 IS REPLACED BY THE FOLLOWING:

6.2 Apple reserves the right to change the method by which Apple may provide repair or replacement service to you, and your Covered Equipment's eligibility to receive a particular method of service. Such changes will not have a negative impact on your rights or mitigate your rights under the Plan. Service will be limited to the options available in the country where service is requested. The options for Germany are detailed at www.apple.com/de/support. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Covered Equipment is outside the country of purchase and cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Apple may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING:

THE BENEFITS CONFERRED BY THE PLAN ARE IN ADDITION TO ANY STATUTORY RIGHTS OR CLAIMS IN THE EVENT OF DEFECTS IN WORKMANSHIP OR TITLE OF THE COVERED EQUIPMENT AND DO NOT RESTRICT SUCH RIGHTS. YOUR RIGHTS IN THE EVENT OF ANY DEFECTS IN WORKMANSHIP OR TITLE OF DELIVERABLES UNDER THE PLAN ARE GOVERNED BY STATUTORY LAW AND LIMITED AS FOLLOWS: IF YOU DO NOT ACT AS A "CONSUMER" WITHIN THE MEANING OF SECTION 13 GERMAN CIVIL CODE (I.E. A CUSTOMER PURCHASING THE PLAN FOR A PURPOSE OUTSIDE THE SCOPE OF ITS TRADE, BUSINESS OR INDEPENDENT PROFESSION), BUT AS AN "ENTREPRENEUR" WITHIN THE MEANING OF SECTION 14 GERMAN CIVIL CODE THE LIMITATION PERIOD SHALL BE ONE YEAR FROM RECEIPT OF THE PRODUCTS OR SERVICES.

ANY LIABILITY IN DAMAGES BASED ON ANY LEGAL THEORY SHALL BE SUBJECT TO THE FOLLOWING LIMITATION:

(I) APPLE'S LIABILITY FOR DAMAGES CAUSED BY SLIGHT NEGLIGENCE, IRRESPECTIVE OF ITS LEGAL GROUND, SHALL BE LIMITED AS FOLLOWS:

(A) APPLE SHALL BE LIABLE UP TO THE AMOUNT OF THE FORESEEABLE DAMAGES TYPICAL FOR THIS TYPE OF CONTRACT DUE TO A BREACH OF MATERIAL CONTRACTUAL OBLIGATIONS;

(B) APPLE SHALL NOT BE LIABLE DUE TO A SLIGHTLY NEGLIGENT BREACH OF ANY OTHER DUTY OF CARE APPLICABLE.

(II) THE AFORESAID LIMITATIONS OF LIABILITY SHALL NOT APPLY TO ANY MANDATORY STATUTORY LIABILITY, IN PARTICULAR TO LIABILITY UNDER THE GERMAN PRODUCT LIABILITY ACT (PRODUKTHAFTUNGSGESETZ), AND LIABILITY FOR CULPABLY CAUSED INJURIES OF LIFE, BODY OR HEALTH. IN ADDITION, SUCH LIMITATIONS OF LIABILITY SHALL NOT APPLY IF AND TO THE EXTENT APPLE HAS ASSUMED A SPECIFIC GUARANTEE.

(III) SUBSECTIONS (I) AND (II) SHALL APPLY ACCORDINGLY TO APPLE 'S LIABILITY FOR FUTILE EXPENSES.

(IV) THE AFORESAID LIMITATIONS OF LIABILITY SHALL ALSO APPLY TO THE LIABILITY OF APPLE'S EMPLOYEES AND AGENTS.

(V) THE FOREGOING SHALL NOT AFFECT ANY SHIFT IN A BURDEN OF PROOF TO YOUR DISADVANTAGE.

Section 9 – Section 9 is replaced by the following:

You may cancel this Plan at any time for any reason. If you decide to cancel either call Apple at the telephone number below, or send or fax written notice with your Plan Agreement Number to Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland (fax number: +353-(0)21-428-3917). A copy of the Plan's original proof of purchase must accompany your notice. If you cancel within thirty (30) days of your Plan's purchase, or receipt of these Terms and Conditions, whichever occurs later, you will receive a full refund less the value of any service provided under the Plan. If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, based on the percentage of unexpired Coverage Period from the Plan's date of purchase, less (a) a cancellation fee of €25.00 or ten per cent (10%) of the pro-rata amount, whichever is less, and (b) the value of any service provided to you under the plan. Apple may cancel this Plan for fraud or material misrepresentation.

Section 11.v to 11.vii - Section 11.v to 11.vii shall not apply to any personal data collected or processed by Apple through an establishment of Apple in Germany. Where legally required, Apple will separately ask you for your consent with regard to such data.

ITALY

AppleCare Protection Plan benefits are in addition to rights provided by consumer protection laws in your jurisdiction.

Under articles 128-135 of the Legislative Decree n. 206 6 September 2005 (Consumer Code), Italian consumers have up to 26 months to claim against the seller that a product was defective when delivered. Defects apparent in the first 6 months, are presumed to have existed at delivery. A consumer making a claim under the Consumer Code may contact an Apple Authorized Service Provider to assess if a defect existed at delivery.

Section 8 -

a. If you are a consumer, nothing in these Terms and Conditions shall limit or exclude Apple's liability in case of violation of the legislation applicable to the Plan.

b. If you are not a consumer:

(i) these terms and conditions set out the full extent of our obligations and liabilities in respect of the services under this Plan;

(ii) there are no warranties, conditions or other terms that are binding on Apple except as expressly stated in the Plan;

(iii) any warranty, condition or other term concerning the products or services which might otherwise be implied into or incorporated in the Plan by statute, common law, laws applicable in the country where you purchased the Plan or otherwise (including without limitation any implied term as to quality, fitness

for purpose, reasonable care and skill) is hereby expressly excluded to the maximum extent permitted by law. In particular, we will not be responsible for ensuring that the Plan is suitable for your purposes.

c. Nothing in the Plan shall limit or exclude Apple's liability (i) for death or personal injury caused by our negligence or (ii) for fraud or (iii) any breach of the obligations implied by applicable compulsory national laws as to title or (iv) any liability which cannot be excluded or limited by law, in particular under Articles 33 and followings of the Code of Consumer.

d. Subject to clause 8.c in this section, Apple will not be liable under the Plan for any loss of income, loss of profits, loss of contracts, loss of data or for any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise.

e. Subject to clause 8.c in this section, Apple's maximum aggregate liability under the Plan whether in contract, tort (including negligence) or otherwise shall in no circumstances exceed the amount payable by you to Apple in respect of the Plan.

Section 9 - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

If you are a consumer, in the event Apple cancels this Plan, you will receive from Apple a cancellation fee equal to double the cancellation fee that you would have paid if you had cancelled the Plan at the time Apple cancels.

If you are a consumer and you have entered this Plan through the Apple Store web site or through the phone, you may cancel this Plan within fourteen days following your purchase of the plan. You will receive full refund. Articles 50 - 61 of the Italian Legislative Decree No. 206 of 6 September 2005 (Consumer Protection Code) will apply to this Plan if (i) this Plan is entered through the Apple Store web site, or (ii) this Plan is executed as a "distance contract".

LUXEMBOURG

Section 9 - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

THE NETHERLANDS

Section 8 (Limitation of liability) is replaced by the following:

For consumers

The benefits conferred by this Plan are in addition to all rights and remedies provided to you by the applicable mandatory (consumer) laws, including your right to seek for damages in the event of total or partial non-conformity or inadequate performance by Apple of any of its contractual obligations.

For non-consumers

This Plan sets out the full extent of Apple's obligations and liabilities in respect of the performance of any services under this Plan. There are no warranties, conditions or other terms that are binding on Apple except as expressly stated in this Plan. Any warranty, condition or other term concerning products or services which might otherwise be implied into or incorporated in this Plan by the applicable law (including, but not limited to, any implied term as to quality, fitness for purpose, reasonable care and skill) is hereby expressly excluded to the maximum extent permitted by law. In particular, Apple shall not be responsible for ensuring that the Plan is suitable for your purposes.

To the maximum extent permitted by applicable mandatory law, Apple and its employees and agents will under no circumstances be liable to you or any subsequent owner for any indirect or consequential damages, including but not limited to costs of recovering, reprogramming, or reproducing any program or data or the failure to maintain the confidentiality of data outside the scope of the Dutch Personal Data Protection Act (Wet Bescherming Persoonsgegevens), any loss of business, profits, revenue or anticipated savings, resulting from Apple's obligations under this Plan.

For all purchasers of the Plan

To the maximum extent permitted by applicable mandatory law, Apple's and its employees' and agent's maximum liability to you and any subsequent owner arising under the Plan is limited, at Apple's sole option, to the original price paid for the Plan, or replacing or repairing the Covered Equipment.

Apple specifically does not warrant that it will be able to repair or replace Covered Equipment without risk to or loss of programs or data.

Nothing in this agreement shall exclude or limit Apple's liability for (i) death or personal injury caused by its negligence, (ii) fraud; or (iii) intentional misconduct or gross negligence of Apple's senior management.

Section 9 (Cancellation) is completed by the following:

If you cancel more than thirty (30) days after your receipt of this Plan, you will receive a pro rata refund of the original purchase price, based on the percentage of unexpired Coverage Period from the Plan's date of purchase, less (a) a cancellation fee of € 25 or ten percent (10%) of the pro-rata amount, whichever is less.

If you are a consumer and you have purchased this Plan through a distance contract (e.g. through the Apple website or by phone), you may cancel the Plan within fourteen (14) days after the purchase of this Plan, unless Apple already commenced the services provided under the Plan within this fourteen (14) day period.

NORWAY:

CANCELLATION (Section 9) - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, based on the percentage of unexpired Coverage Period from the Plan's date of purchase, less a cancellation fee of NOK 200.00 or 10 per cent of the pro-rata amount, whichever is less.

If you are a consumer and you have entered this Plan through the Apple Store web site or through another distance contract (e.g. through the phone), you may according to the Act on the right to repent a sale after a cooling-off period of December 21st 2000, no.105 ("the Cancellation Act") cancel this Plan within fourteen days after Apple has met the disclosure requirements pursuant to the Cancellation Act and your receipt of the repent form, and you will receive a full refund. If you purchased this Plan through a distance contract other than phone and you make use of the services available under this Plan before the expiry of the cooling-off period you will receive a full refund less the value of any service provided under the Plan.

Your rights under the Cancellation Act are in addition to the rights granted to you under section 9.

PORTUGAL

Nothing in these terms and conditions shall limit the manufacturer's obligations and responsibilities under the general product safety legislation as laid down in Decree-law 383/86, of November 6 (Lei da Responsabilidade Objectiva do Produtor), as amended from time to time.

The services provision hereby agreed upon is additional to the mandatory warranty period of your products, as per applicable legislation on the warranty of consumer goods as laid down in Decree-law no. 67/2003, of April 8 (Lei das Garantias dos Bens), as amended from time to time.

In accordance with Decree-Law no. 446/85, of October 25 (Lei das Cláusulas Contratuais Gerais), as amended from time to time, nothing in these terms and conditions shall, in any manner whatsoever, be interpreted as: Limiting or in any manner altering obligations assumed directly by Apple or its representative in the contracting; Excluding or limiting, directly or indirectly, the liability for damages caused to the life, moral or physical integrity or health of persons; Excluding or limiting, directly or indirectly, the liability for non contractual patrimonial damages caused to you or any third parties; Excluding or limiting, directly or indirectly, the liability for definitive non compliance, delay in compliance or defective compliance in case of fraud (dolo) or serious misconduct (culpa grave); Excluding or limiting, directly or indirectly, the liability for acts of representatives or auxiliary persons in case of fraud (dolo) or serious misconduct (culpa grave).

Nothing in this Plan shall exclude or limit Apple's liability if such limitation or exclusion would be deemed invalid as a matter of Portuguese public policy under Article 800/2 of the Portuguese Civil Code .

Section 8 - If you are a consumer, nothing in these terms and conditions shall limit or exclude in any manner whatsoever your rights as per law no. 24/96, of July 31 (Lei de Defesa do Consumidor), as amended from time to time. In any event, Apple shall only be liable for definitive non compliance, delay in compliance or defective compliance in cases of fraud or serious misconduct imputable to Apple or to its representatives or auxiliary persons. If not, Apple shall not in any event be liable for damages caused by third parties or by you; and any liability imputable to Apple or to its representatives or auxiliary persons which is not caused by their fraud or serious misconduct is hereby expressly excluded. However nothing in this Plan shall exclude or limit, directly or indirectly, the liability imputable to Apple for damages caused to the life, moral or physical integrity or health of persons or for non contractual patrimonial damages.

Section 9 - If you are a consumer and you have entered this Plan through the Apple Store web site or through the telephone, you may cancel this Plan within fourteen days following your purchase of the Plan. You will receive full refund.

If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

Section 11 –

The consumer or any physical entity that has given his/her personal data to be processed by Apple within the scope of this contract can access said personal data through privacyeurope@apple.com, where he/she can demand said personal data to be corrected, updated or eliminated, as per Apple Customer Privacy Policy, available at www.apple.com/legal/privacy.

SPAIN

SECTION 8 -

8.1- IF YOU ARE A CONSUMER AS DEFINED IN THE SPANISH CONSUMER ACT, NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT, EXCLUDE OR AFFECT THE LEGAL RIGHTS THAT YOU HAVE AS A CONSUMER IN CASE OF LACK OF CONFORMITY OF THE PRODUCTS.

8.2 - IF YOU ARE NOT A CONSUMER:

- THESE TERMS AND CONDITIONS SET OUT THE FULL EXTENT OF OUR OBLIGATIONS AND LIABILITIES IN RESPECT OF THE PLAN;

- THERE ARE NO WARRANTIES, CONDITIONS OR OTHER TERMS THAT ARE BINDING ON US EXCEPT AS EXPRESSLY STATED IN THESE TERMS AND CONDITIONS; AND

- ANY WARRANTY, CONDITION OR OTHER TERM CONCERNING THE PLAN WHICH MIGHT OTHERWISE BE IMPLIED INTO OR INCORPORATED IN THESE TERMS AND CONDITIONS BY STATUTE OR REGULATION, CUSTOMARY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY IMPLIED TERM AS TO QUALITY, FITNESS FOR PURPOSE, REASONABLE CARE AND SKILL) IS HEREBY EXPRESSLY

EXCLUDED. IN PARTICULAR, APPLE WILL NOT BE RESPONSIBLE FOR ENSURING THAT THE PLAN IS SUITABLE FOR YOUR PURPOSES.

8.3 - NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE OR FOR FRAUD.

8.4 - SUBJECT TO CLAUSE 8.3, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE WILL NOT BE LIABLE UNDER THESE PLAN FOR ANY LOSS OF INCOME, LOSS OF PROFITS, LOSS OF CONTRACTS,

LOSS OF DATA OR FOR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND HOWSOEVER ARISING AND WHETHER CAUSED BY TORT, BREACH OF CONTRACT OR OTHERWISE.

8.5- SUBJECT TO CLAUSE 8.3, AND TO THE MAXIMUM EXTEND PERMITTED BY APPLICABLE LAW, OUR MAXIMUM AGGREGATE LIABILITY UNDER THE CONTRACT WHETHER IN CONTRACT, TORT OR OTHERWISE SHALL IN NO CIRCUMSTANCES EXCEED THE AMOUNT PAYABLE BY YOU TO US IN RESPECT OF THE PLAN.

Section 9 - If you are a consumer and you have entered this Plan through the Apple Store web site or through the telephone, you may cancel this Plan within fourteen days following your purchase of the Plan. You will receive full refund.

If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of €25.00 or 10 per cent of the pro-rata amount, whichever is less.

Sweden

Section 8 - Section 8 is replaced by the following:

8.1 If you are a consumer and have purchased the Plan the following applies: In the event any section or portion of a section of these Terms and Conditions is in conflict with applicable mandatory laws, that section or portion of the section will not be applicable. For other customers than consumers the following applies:

8.1.1 these Terms and conditions govern Apple's obligations and its liability with regard to the Plan;

8.1.2 there are no guarantees or conditions binding Apple in addition to what is explicitly stated in the Plan; and that

8.1.3 any guarantees or conditions regarding the Plan and any service in connection with the Plan and that otherwise could be interpreted in or incorporated in the Plan by laws or by any other way (including but not limited to implicit conditions as far as regards quality or purpose) is hereby explicitly excepted.

8.2 The Terms and Conditions in the Plan do not limit or exclude Apple's liability for death or personal injury or other damages caused by Apple's gross negligence, or willful misconduct.

8.3 With reservation for section 8.1 and 8.2 Apple will not be liable to you for loss of income, loss of contract, loss of data or any indirect or consequential damages or other damages, irrespective of how the damage has occurred and even if the damage has occurred by a compensable infringement (including negligence), breach of contract or any other way.

8.4 With reservation for sections 8.1, 8.2 and 8.3 Apple's maximum and total liability in accordance with the Plan, irrespective of if it is based on a contract, compensable infringement (including negligence) or other reason will under no circumstances exceed the amount that you shall pay Apple for the Plan concerned.

Section 9 - Section 9 is completed as follows:

If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of SEK222.00 or 10 per cent of the pro-rata amount, whichever is less.

If you are a consumer and you have entered this Plan through the Apple Store web site, or through other distance contract, you may cancel this Plan within fourteen days following your purchase of the plan. You will receive full refund.

Section 11 – Section 11(ii) is replaced by the following:

11 (ii) Unless you are a consumer Apple is not responsible for any failures or delays in performing under the Plan that are due to events outside Apple's reasonable control.

SWITZERLAND

SECTION 8 - SECTION 8 IS REPLACED BY THE FOLLOWING:

8.1 - IF YOU ARE A CONSUMER, NOTHING IN THE PLAN SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR BREACH OF ANY TERM IMPLIED BY MANDATORY STATUTORY LAW.

8.2 - IF YOU ARE NOT A CONSUMER:

- THESE TERMS AND CONDITIONS SET OUT THE FULL EXTENT OF OUR OBLIGATIONS IN RESPECT OF THE PLAN;

- ANY OBLIGATIONS AND WARRANTIES CONCERNING THE PLAN THAT MAY BE BINDING ON US BY STATUTE (INCLUDING ANY IMPLIED WARRANTY CONCERNING CARE AND SKILL) ARE HEREBY EXPRESSLY EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. IN PARTICULAR, APPLE WILL NOT BE RESPONSIBLE FOR ENSURING THAT THE PLAN IS SUITABLE FOR YOUR PURPOSES.

8.3 - NOTHING IN THESE TERMS AND CONDITIONS SHALL LIMIT OR EXCLUDE OUR LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY NEGLIGENCE OR FOR FRAUD.

8.4 - TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE WILL NOT BE LIABLE UNDER THESE TERMS AND CONDITIONS FOR ANY LOSS OF INCOME, LOSS OF PROFITS, LOSS OF OPPORTUNITIES OR LOSS OF DATA.

8.5 - SUBJECT TO CLAUSE 8.3, OUR MAXIMUM AGGREGATE LIABILITY UNDER THESE TERMS AND CONDITIONS WHETHER IN CONTRACT, TORT OR OTHERWISE SHALL IN NO CIRCUMSTANCES EXCEED THE AMOUNT YOU PAID IN RESPECT OF THE PLAN.

Section 9 -

9.1 - The following provisions are added to Section 9: If you are a consumer and you have entered this Plan through the Apple Store web site or through the phone, you may cancel this Plan within fourteen days following your purchase of the plan. You will receive full refund. However, if you have started to use the Plan, you will receive a full refund less the value of any service provided under the Plan.

9.2 - If you cancel more than 30 days after your receipt of this Plan, you will receive a pro-rata refund of the Plan's original purchase price, less a cancellation fee of SFr39.00 or 10 per cent of the pro-rata amount, whichever is less.

Telephone Numbers for requesting support:

Country	Telephone	Hours of Operation	Support WebPage	Privacy WebPage
Austria	(43) 0810 300 427	Monday to Friday 8 am – 7:45 pm Saturday 10 am - 5:45 pm *	www.apple.com/at/support	www.apple.com/at/legal/privacy

Belgium	(32) 070 700 773 (French) (32) 070 700 772 (Flemish)	Monday to Friday 8 am – 7:45 pm Saturday 10 am – 5:45 pm*	www.apple.com/benl/support www.apple.com/befr/support/	www.apple.com/benl/legal/privacy www.apple.com/befr/legal/privacy
Denmark	(45)815 00 158	08.00 til 19.45 (mandag til fredag) 10.00 til 17.45 (Lørdag)*	www.apple.com/dk/support	www.apple.com/dk/legal/privacy
Finland	0800 96162 (Finnish)	8 am -8:45pm*	www.apple.com/fi/support	http://www.apple.com/fi/legal/privacy/
France	(33) 0805 540 003	Mon- Fri: 8am - 7:45 pm; Sat 10am-5:45 pm*	www.apple.com/fr/support	www.apple.com/fr/legal/privacy
Germany	(49) 01805 009 433***	Mon- Fri: 8am-7:45 pm Sat 10 am -5:45 pm*	www.apple.com/de/support	www.apple.com/de/legal/privacy
Ireland	(353) 1850 946 191	Mon – Fri 8am – 7:45 pm; Sat 10 am – 5:45 pm*	www.apple.com/ie/support	www.apple.com/ie/legal/privacy
Italy	(39) 199 120 800	Mon-Fri 8am-7:45pm*	www.apple.com/it/support	www.apple.com/it/legal/privacy
Luxembourg	(352) 800 24550	Monday to Friday 8 am – 7:45 pm Saturday 10 am – 5:45 pm*	www.apple.com/befr/support	www.apple.com/befr/privacy
Netherlands	(31) 0900 7777 703	Mon-Fri 8am - 7:45pm; Sat 10am-5:45pm*	www.apple.com/nl/support	www.apple.com/nl/privacy
Norway	(47) 815 00 158	Monday – Friday 8am – 7:45pm Sat: 10am - 5:45pm*	www.apple.com/no/support	http://www.apple.com/no/legal/privacy/
Portugal	(351) 707 200 826	9:00 – 19:45 (Segunda –Seixa)	www.apple.com/pt/support	http://www.apple.com/pt/legal/privacy
Spain	(34) 902 151 992	Mon-Fri: 9am – 7:45pm*	www.apple.com/es/support	www.apple.com/es/legal/privacy
Switzerland	(41) 0848 000 132	Mon-Fri 8am-7:45 pm; Sat 10 am-5:45 pm*	Switzerland French www.apple.com/chfr/support Switzerland German www.apple.com/chde/support	Switzerland French www.apple.com/chfr/legal/privacy Switzerland German www.apple.com/chde/legal/privacy

Sweden	071 199519	Mon-Fri* 8.00 – 19.45 10.00-17.45 (Sat)	www.apple.com/se/support	www.apple.com/se/legal/privacy
UK	(44) 0844 209 0611	Mon-Fri 8am-7:45pm; Sat 10am-5:45pm**	www.apple.com/uk/support	www.apple.com/uk/legal/privacy

*Telephone numbers and hours of operation may vary and are subject to change. You can find the most up-to-date local and international contact details at the following link www.apple.com/support/contact/phone_contacts.html. Toll-free numbers are not available in all countries. Local and national telephone rates may apply.

** 5p per minute when calling from landline. Call may cost more when calling from a mobile phone

***€ 0,14 per minute when calling from landline. Maximum 0,42€ per minute when calling from mobile networks.

Apple Sales International, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland www.apple.com

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