



iOS Pre Service Agreement

SRO Label
(will be printed & attached here)

In order to ensure quality of service Simply Macintosh will thoroughly test your iOS device to check for any hardware issues, we may need to contact you before proceeding with repairs. Service is performed in the order of arrival, priority service is available for an additional fee of \$55.

Before signing, please review the following important information about our service policies:

1. Every device will likely be restored (deleted) when troubleshooting. We can provide a backup service at an additional cost. Simply Macintosh is not responsible for any data loss while your iOS device is in service. If your device is non-functional a backup may not be possible.

2. If your iOS device has been liquid damaged inform us immediately, powering on the device can cause further damage at your expense.

3. Pin codes are necessary for service. If you cannot remember your pin we can only restore the device to factory default settings.

4. Some software requires reinstallation or reactivation after service. If you do not have your Apple ID information it may need to be purchased again.

5. Damage is NOT covered under the Apple Limited Warranty. If you have non-Apple parts we may be unable to proceed with service and a diagnostic fee of \$45 may be charged.

6. If your device was checked in for warranty service and third-party parts or damage is found, our technicians will contact you with out-of-warranty services.

7. Courtesy follow up service is available for 14 days after checkout. Issues that were unrelated to the original issue require additional service costs.

8. Non-warranty service requires a \$45 deposit before any work can proceed or begin, the deposit will apply to repairs or diagnostic costs.

9. If you do not contact us within 30 days of us requesting information or completing service YOUR DEVICE WILL BE RECYCLED. NO REFUNDS will be given. It is your responsibility to maintain contact or inform us of any contact changes.

I would like priority service and will leave an additional \$55 deposit	<input type="checkbox"/> Yes	<input type="checkbox"/> No
My iOS device has been exposed to liquid	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I know my Apple ID and password (needed for iCloud, Running updates, Apps)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I have disabled Find My iPhone/iPad (We can not accept devices with FMI on)	<input type="checkbox"/> Yes	
I changed my login pin to '123456' or written it here: _____	<input type="checkbox"/> Yes	
I have a current backup of my iOS and DO NOT request Encrypted backup	<input type="checkbox"/> No data recovery	
I consent to an Encrypted iOS backup rate of \$45	<input type="checkbox"/> Yes	
I consent to Advanced Data recovery rate of \$99 + Labor \$85	<input type="checkbox"/> Yes	
I understand that my device will likely be erased as part of troubleshooting and my data and settings will be removed	Initial _____	

By signing below I acknowledge that I have read and understand all terms stated above, any and all questions have been explained to my satisfaction.

I give Simply Macintosh all necessary permission to proceed with my service.

Printed Name: _____

Signature: _____