

Terms and Conditions for Extended Warranty

- 1) The additional 12-month extended warranty will only start after the 1st year of Apple's limited warranty has lapsed.
- 2) During the 2nd year, customers will be awarded with a claim limit. Based on their device model, the claim limit will vary (refer <https://genxtservices.com/> to check the allocated claim limit per model). Customers shall bear the cost, if the repairs; service charges; and/or replacement unit cost exceeds the maximum claim limit.
- 3) The claim amount is mentioned in USD and the customer must pay additional charges in Rs. (LKR).
- 4) Customers are required to log in to <https://genxtservices.com/> or use the QR code below to register their device for the extended warranty within 7 days from the purchase date. Customers will need to fill out their email address, device IMEI (only) and acknowledge the T&C.



5) Apple Service Partner (ASP) for Sri Lanka (Generation Next Communications Lanka) has the **rights to reject** if any of the below conditions **are met**:

- (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship;
- (c) to damage caused by use with a third party component or product that does not meet the Apple Product's specifications (Apple Product specifications are available at www.apple.com under the technical specifications for each product and also available in stores);
- (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause;
- (e) to damage caused by operating the Apple Product outside Apple's published guidelines;
- (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider ("AASP");
- (g) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple;
- (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Apple Product;
- (i) if any serial number has been removed or defaced from the Apple Product; or
- (j) if Apple receives information from relevant public authorities that the product has been stolen or if you are unable to deactivate passcode-enabled or other security measures designed to prevent unauthorized access to the Apple Product, and you cannot prove in any way that you are the authorized user of the product

6) All claims must be presented with proof of purchase.