

Your New iPad® Warranty Information

Thank you for choosing LanguageLine InSight Video Interpreting®. If you experience issues with your new iPad, please refer to the information below for service and repair directly from Apple.

Apple offers two options for service and repair. Choose the option that is best for you.

- **Apple Repair Center:** You may ship your iPad to an Apple Repair Center at your convenience. Apple can send you a box, or you can package your iPad and drop it off at a nearby shipping location.
- **Apple Store:** You may set up an appointment to drop off your iPad at an Apple Store or an Apple Authorized Service Provider by calling 1-866-752-7753.

When requesting service for your iPad, Apple recommends the following:

- 1. Back up your iPad.** Before you send your iPad to Apple, back up your data and prepare your iPad for replacement. Your replacement device will not have your data on it, and you will need to restore that data from your backup.
- 2. Locate the serial number.** On the back of your iPad, the serial number is the 2nd line of small text below the word “iPad.” TIP: To better view the serial number, enlarge a picture taken from a mobile phone.
- 3. Contact Apple Enterprise Support for additional assistance.** Visit <https://getsupport.apple.com> or call Apple Enterprise Support at 1-866-752-7753 and inform the Apple Representative that you are an end-user seeking iPad warranty support.