

Mail in service

Thank you for inquiring about our mail-in service. In order to process your repair we will need

- a. The complete form attached
- b. Payment for diagnostics and data back up if required (link provided)
- c. Please be sure to include a copy of a & b with the shipment of your device

At the moment, we are opening it up for Mac service, and will accommodate iOS devices in the stores that are open currently. We appreciate your patience and understanding as we navigate these unprecedented times.

Please fill out the attached form and include with your Mac when you ship

1. Provide us with your contact information

First Name	Last Name	Contact Phone Number	Contact email
Return Address			
No.	Street		Apartment
City	Province	Postal Code	

Please ship the computer itself and omit accessories. Ensure that Find My Mac is turned off. We require the following information to process a service request:

I have omitted all accessories (cables, mice, etc) and am sending just the Mac	_____ Initial
Find my Mac is turned off	_____ Initial
Serial number	
Log-in Password	
Description of the problem	

2. Data Notice

Please be sure to back up your data prior to sending us your Mac.

Servicing devices carries a small risk of data loss for which Jump+ does not accept liability. If you would prefer to avoid this risk, you may request a \$45 pre-service data backup. An administrator password is required for this service.

I have backed up my Mac and do not require Jump+ to do so	Y / N
I would like Jump+ to back up my Mac and have paid the \$45 fee online by purchasing it on Jump+'s online store at	Y / N
https://shop.jumpplus.com/service-fee-for-jump-to-back-up-data-for-mail-in-r.html	

3. Shipping Process

Repair service excludes the cost shipment - any shipping charges are the responsibility of the customer. Units shipped to Jump+ should be securely packaged and include a pre-paid return shipping label. Ship to the following address:

Jump+ Service Department
 275 College St.
 Toronto, ON
 M5T 1S2

As Jump+ does not incur liability for shipping, please consider purchasing insurance to

4. Fees

All Out-of-Warranty units are subject to a \$60 diagnostic fee unless covered by a quality program (https://support.apple.com/en-ca/exchange_repair). Our Apple-Certified macintosh technicians utilize Apple's proven diagnostics techniques and extensive in-hour resources to investigate reported symptoms and provide options for resolution. Physical damage may be subject to out-of-warranty charges regardless of warranty status. A technician will always gain consent before proceeding with charges.

My Mac is under warranty. If Yes, please attach serial number is below	Y / N
I have paid for the \$60 out of warranty diagnostic fee	Y / N

[Click here to make payment online](#)

Please remember to include a copy of the online payment with this form along with your computer

5. Next Steps

Upon receipt of the computer, our technicians will diagnose the problem and advise as to options and next steps. A full quote will be provided for your approval, as well as instructions for online payment so we may begin the repair.

We are making every effort to ensure our customers continue to have access to technology at a time when remaining productive and connected is so important. These are unprecedented times and the situation is changing rapidly. We are doing the best that we can.

We thank you in advance for your patronage, patience and understanding as we work through our cue.

Sincerely
The Jump+ team