



# European Consumer Law Claim Form

This form is to be used as European Consumer Law Claim validation by Apple Authorised Service Providers and contracted Mobile Phone Carriers. It must be filled out completely. Please retain a copy of the completed form as proof of your submission.

## Customer Details

Customer Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Country \_\_\_\_\_

Postal Code \_\_\_\_\_ Email Address \_\_\_\_\_

Customer Phone Number \_\_\_\_\_

## Product Information

Serial Number \_\_\_\_\_ Type of Product \_\_\_\_\_

Purchase Date (DD-MM-YY) \_\_\_\_\_ Reseller Name \_\_\_\_\_

## Service Provider Validation Details

Is this for a consumer (person acting for purposes which are not mainly related to their business or profession)?    Yes    No

Is the unit free of any sign of accidental damage?    Yes    No    Inspection fee charged?    Yes    No

What component has failed? \_\_\_\_\_

Date this issue first occurred \_\_\_\_\_

How did the failure present? What were the symptoms displayed? \_\_\_\_\_

Describe the issue in detail \_\_\_\_\_

## Technician Validating Claim

Name of Technician \_\_\_\_\_ Tech ID \_\_\_\_\_

Signature of Technician \_\_\_\_\_ Date \_\_\_\_\_

## Customer Acknowledgement

Was this repair claim forwarded to you from a retailer (instead of you working directly with the customer)?    Yes    No

If yes, provide the retailer name and location \_\_\_\_\_

Signature of Customer \_\_\_\_\_ Date \_\_\_\_\_

**Save the completed form as a PDF document and upload with the product's Proof of Purchase (POP) when creating the repair in GSX. If documents are not filled out completely and attached, the repair will be declined.**

Apple will protect information in accordance with Apple's Customer Privacy Policy available at [www.apple.com/legal/privacy](http://www.apple.com/legal/privacy).