



REPAIR SHOP PROCEDURES - APPLE CUSTOMER SELF SERVICE GENUINE PARTS



1. Customer brings iPhone in to shop for diagnosis.
2. Customer receives a (written) estimate for repair and an **exact part list** to order from Apple.
3. Store collects customer deposit.
4. Customer orders parts.
 - a. Adds store email to tracking if possible, or forwards email when received from Apple
5. Customer returns with parts once received from Apple.
 - a. Customer given priority repair date, if they return within 5 days of receiving parts.
6. Upon completion, customer pays remainder of bill.
 - a. Offer __% discount on case/screen protection if purchased at time of pickup. (10%?)

Options/notes

- Warranty on work / Apple warranty on parts
- Deposit amount.