

Apple Products and Austrian Consumer Law

Under Austrian consumer law, consumers are entitled to a free of charge repair or replacement, discount or refund by the seller, of defective goods or goods which do not conform with the contract of sale. These rights expire two years from delivery of the goods.

When you purchase Apple hardware products, you will also receive coverage from the Apple Limited Warranty. This coverage operates alongside and in addition to your statutory rights under Austrian consumer law. You can also obtain additional benefits by purchasing the optional AppleCare+ with Theft and Loss for iPhone (except where otherwise noted, together "AppleCare+").¹

Should your product be defective or if it does not conform with the contract of sale, you can choose to make a claim under Austrian consumer law, the Apple Limited Warranty or the optional AppleCare+ (whichever is applicable).

Non-Apple branded products purchased from Apple are also eligible for coverage under Austrian consumer law, but these are not covered by the Apple Limited Warranty, or AppleCare+.

Summary of Austrian Consumer Law, the Apple Limited Warranty, and AppleCare+.

	Austrian Consumer Law	Apple Limited Warranty	AppleCare+
Claim period	2 years from date of delivery	2 years from date of purchase for Apple Watch Edition 1 year from date of purchase for all other Apple products	Three years, or for however long the plan remains active if different , from date of purchase of AppleCare+ for Mac or Apple Display, Apple TV, or Apple Watch Edition Two years, or for however long the plan remains active if different , from date of purchase of AppleCare+ for iPad, iPhone, Apple Watch or Apple- or Beats-branded headphones
Cost of coverage	Provided at no additional cost	Included at no additional cost	Available for additional cost
How to make a claim	Call or visit your seller ³	Call Apple Support ² or visit an Apple Retail	Call Apple Support ² or visit an Apple Retail

		Store or Apple-Authorized Service Provider	Store or Apple-Authorized Service Provider
Included repair or replacement options	Contact the seller for details	Carry-in or postal service ⁴	Carry-in or postal service for all devices; express replacement service for Apple Watch, iPad, iPhone (excluding screen-only damage), and Apple- or Beats- branded headphones; or onsite service for Mac and Apple-branded display AppleCare+ is an insurance product which also provides unlimited incidents of accidental damage coverage, each subject to an excess fee. AppleCare+ with Theft and Loss is an insurance product that provides the same cover as AppleCare+ and theft and loss coverage for iPhone.
Repair or replacement outside country of purchase	Contact the seller for details	Yes ⁵	Yes ⁵
Technical support⁶	Contact the seller for details	2 years from date of purchase for Apple Watch Edition 90 days from date of purchase for all other Apple products	Three years, or for however long the plan remains active if different, from date of Purchase of AppleCare+ for Mac or Apple Displays, Apple TV, or Apple Watch Edition Two years, or for however long the plan remains active if different, from date of Purchase of AppleCare+ for iPad, iPhone, Apple Watch or Apple- or Beats- branded headphones

The above summary is subject to the full terms and conditions applicable to the Apple Limited Warranty, and AppleCare+. Copies of those respective terms and conditions are available at www.apple.com/at/legal/warranty/ and www.apple.com/at/legal/sales-

[support/](#).

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1. AppleCare+ is an optional insurance product covering the risk of accidental damage to your Apple hardware products, battery depletion and the need for technical assistance. AppleCare+ with Theft and Loss for iPhone adds theft and loss coverage for iPhone.
2. Apple Support: 0800 220325. Toll-free phone number is for landlines. Some mobile operators do not provide access or charge a fee, at a maximum rate of € 0.0727 per minute.
3. Consumers who purchased Apple-branded or non-Apple-branded products at an Apple Retail Store or the Apple Online Store may be able to claim against Apple. Apple contact details are available [here](#).
4. Availability of each option depends on the country in which service is requested and the location of an Apple Authorized Service Provider. Apple may also request that the customer replace components with readily installable parts.
5. Apple may restrict service for Apple Watch, iPad and iPhone to the EEA and Switzerland.
6. Technical support includes assistance with installation, assembly, basic configuration, and software related issues.

Apple Distribution International Ltd.
Hollyhill Industrial Estate
Hollyhill, Cork
Republic of Ireland

Summary of Austrian Consumer Law

Your consumer rights under Austrian consumer law operate alongside, and in addition to, your rights under the Apple Limited Warranty and the optional AppleCare+.

Under Austrian consumer law, consumers may choose to have defective goods or goods which do not conform with the contract of sale either repaired or replaced free of charge unless the option chosen would cause unreasonable expense to the seller. If a repair or replacement is impossible or possible only with unreasonable expense, or if a seller does not provide a repair or replacement within a reasonable time, or if a repair or replacement would cause the consumer significant inconvenience, the consumer may then choose either to have the price reduced or to withdraw from the contract by returning the product in exchange for a full refund. A

consumer is not entitled to withdraw from the contract and receive a refund for non-conformity with the contract if the defect is minor. The primary responsibility is on the seller, which may be Apple if the good was purchased from the Apple Online Store. These rights expire two years from delivery of the goods.

Under the Austrian consumer law, any defect or non-conformity of goods with the contract which becomes apparent within 12 months of delivery are presumed to have existed at the time of delivery. After the expiry of these 12 months period, the burden to prove that the defect or non-conformity of goods with the contract existed on delivery generally shifts to the consumer.

For additional information on Austrian consumer law, please visit the European Consumer Centre website at <https://europakonsument.at/>.

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