

We're sorry your iPad isn't working as it should.

This kit contains everything you need to return your iPad to Apple.

Before you ship your iPad

If your iPad won't turn on or respond, finish as many steps as possible.

1. Back up your iPad: <https://support.apple.com/HT203977>. To protect your data, erase your iPad: <https://support.apple.com/guide/icloud/erase-a-device-mmfc0ef36f/icloud>
2. Remove your iPad from your Apple ID device list: <https://support.apple.com/HT205064>
3. If you have an iPad Wi-Fi + Cellular, remove the SIM card from your iPad if it uses one and keep it in a safe place: <https://support.apple.com/HT201337>. If your iPad Wi-Fi + Cellular doesn't use a SIM card, contact your wireless service provider to suspend service.

Pack your iPad

1. Remove the TNT shipping label from the box. Next to the barcode on the shipping label, look for the consignment number, which begins with "GE." Make a note of the number.
2. Place your iPad in the bag. Do not include your stereo headset, USB cable, power adapter, or other accessories. If you include extra items in the box, we won't be able to return them to you.
3. Remove the plastic strip covering the self-adhesive strip.
4. Seal the bag by folding the top over using the self-adhesive strip.
5. Place the bag in the insert in the shipping box.
6. Place the foam piece on top of the bag.
7. Close the shipping box.
8. Seal the box with the tape provided.*
9. Put the shipping box in the TNT satchel and seal the satchel.
10. Place the shipping label in the satchel's clear plastic pocket.

*Apple is not responsible for any damage during shipping.

Ship your iPad to Apple

To arrange a collection, either:

- Write an email
 1. Use the subject line "Apple collection - iPad" followed by the TNT consignment number.
 2. In your email, please mention that you are using a prepaid satchel on account number 320792, note whether your collection address is a residence or a business, and include your phone number.
 3. Send the email to customerservice.nz@tnt.com.

OR

- Call TNT Customer Service on 0800 275 868 and mention that you are using a prepaid satchel on account number 320792, note whether your collection address is a residence or a business, and provide your phone number.

TNT will provide the booking reference number and collection date in response to your email or phone call.

Track your iPad service

Your iPad will be serviced as quickly as possible. You can check the status of your service request at mysupport.apple.com