

From: Apple Store Upper East Side <donotreply@apple.com>

To: [REDACTED]

Subject: Your Apple Store Work Authorization

Date: Thu, 14 Jul 2016 15:55:20 +0000

Thank you for visiting the Apple Store. Below is a copy of your service record.

Apple Store Upper East Side
646-343-2700

14-Jul-16

Genius Bar Work Authorization

Repair No: R201723776

Customer Information

Karyna Shuliak
USA

Product Information

Warranty Status: Out of warranty(OW)
Model: IPHONE 6
Date of Purchase: 06-Jan-15
Serial No: [REDACTED]

Problem Description/Diagnosis

Issue: Customer states that their display is slightly cracked
Steps to Reproduce: - technician checked for backup
- visually verified the cracked display
Cosmetic Condition: Multiple cracks throughout the display and the enclosure is slightly bent
Proposed Resolution: Replace the display in store for \$109 plus tax, customer has a recent back up

Employee 973562332

Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
661-00142	Display Assembly, Silver, iPhone 6	\$ 109.00	\$ 109.00	
	Total (Tax not included)	\$ 109.00	\$ 109.00	

By signing below, I agree that:

- the Repair Terms and Conditions on the reverse side of this page will apply to the service of the product identified above;
- Apple is not responsible for any loss, corruption, or breach of the data on my product during service; and
- as loss of data may occur as a result of the service, it is my responsibility to make a backup copy of my data before bringing my product to Apple for service
- goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods

Repair Terms and Conditions and be found at 
[support/terms/repair/retailservice.html](https://support.apple.com/support/terms/repair/retailservice.html).

