



With our support and service we help you
get the best out of your Apple products.

Services.

Support.

Take advantage of our expert support.

Short support

In addition to the 90 days Apple telephone support, DQ Solutions clients also enjoy the 90 days short support in all our DQ Solutions stores. Our colleagues in support and sales will be happy to help you, free of charge. After a 90-day time period from date of purchase, we charge CHF 3.30 per minute for short support. Clients who did not buy their device at DQ Solutions are also welcome to take advantage of this rate.

Short support at the technology desk or at our shops is available for the following topics:

- iOS support for everything concerning your iPhone, iPad, iTunes and iCloud
- macOS system support

Hotline 0900 57 62 92*

Our hotline staff provides you with competent information on all questions regarding Apple computer, iOS devices and networks. If practicable, we are also happy to solve your problems via remote maintenance, easily and quickly.

*CHF 3.13/min at land line rate.

Support

For support work done at our service departments, we charge CHF 198.– per hour (or CHF 3.30 per minute). Our support team can also solve your problems at your location upon request. Please arrange for an appointment in advance by phone or email. Our service centres are listed on the last page.

Apple hotline: 0800 00 18 53

With the purchase of each Apple device, you receive 90 days' support on the Apple consumer hotline at no charge.

On site facility

Want to have your new Apple device delivered to your home? Our Apple-certified technicians will install the Mac and, if you wish, also set up your network again.

We charge an hourly rate of CHF 198.– for other services such as checking your existing IT environment and the connected peripherals. We will be happy to advise you in the store and prepare a detailed offer.

Service and repairs.

Technical problems? We make it work.



Benefit from a **10% discount on spare parts** for repairs outside the warranty period.

*For iPhone, iPad and Apple Watch that you have purchased from us.

| | |
|---|-------------------|
| • Repairs outside the warranty period according to work input/h | CHF 198.– |
| • Producing cost estimate, max. (Upon work assignment, this amount will be deducted in full) | CHF 198.– |
| • Express service, additional (Your order will be handled preferentially and will be first on the list.) | CHF 100.– |
| • Replacement devices during repair (flat rate), without data transfer: | |
| – MacBook Pro | CHF 250.– |
| – iMac 24" | CHF 200.– |
| – iPad Pro | CHF 80.– |
| – iPhone | CHF 49.– |
| – Other devices | on request |

Prices incl. of VAT

Our colleagues are happy to receive your repair items during opening hours without previous appointment.

**AppleCare+**

When you purchase an Apple product, you can sign up for AppleCare insurance at the same time, thereby protecting yourself additionally from accidental damages for 24/36 months.

Damage caused by liquid?

Cleaning service unique to Switzerland.



We are successfully using this new cleaning service for laptops and smartphones with damage of any kind caused by liquid.

Corrosion – and therefore damage to a computer – occurs, when fluids and oxygen/electric current come into contact with each other. Using Tech-save cleaning service, we can stop corrosion and restore the majority of devices to 100% functionality, without also having to repair them.

Cleaning at a fixed rate

No matter how expensive your notebook or smartphone was, and how large or small it is – we clean any of them at a fixed rate.

Saving your notebook

In the majority of cases, we can restore and/or save your device and your data.

No risk

You only pay for the cleaning if it was successful.

Low cost

Damage caused by liquid can be remedied much more cost effectively than if repaired the conventional way.

Warranty

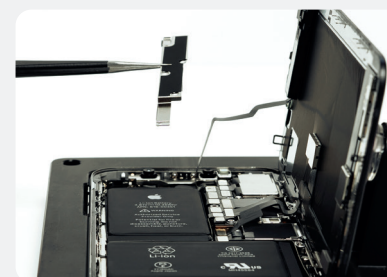
We take on the manufacturer's warranty of your device, and it is covered up to the regular expiry date.



More info

iPhone service.

Express-service from the specialist.



We offer you the following services, all concerning your iPhone:

- Same day repair of your device is possible at request
- Warranty exchange of your device within 2 hours (with appointment)
- Replacement iPhone for a flat rate
- Warranty repairs using Apple original parts
- Repairs outside the warranty period, using Apple original parts
- Short support for everything to do with your iPhone
- Display exchange after glass breakage from iPhone 6s upwards
- Battery exchange
- Data rescue

No matter where you bought your iPhone – if it needs to be repaired, with us, you are in good hands.

As a certified service provider for Apple products, we repair or exchange – with-in the framework of the manufacturer's warranty - a device for our customers, free of charge.

All DQ Solutions technicians are authorised and certified by Apple. We only use Apple original parts for our repairs.



More info

One-to-One Trainings.

Welcome to personal training.



Benefit from personal training with our competent colleagues in order to be able to use your Apple device more easily, more intuitively, and with more fun. When you book yourself in at our branch you can reserve a 30- or 60-minute time slot and benefit optimally from the know-how of our team.

As a new feature, we offer you personal training for your Apple hard- and software products at all of our stores. It covers all questions concerning your Mac, iPad or iPhone, and explains the interaction between the various Apple components.

Do you want to get more out of your Fotos App? How do you optimally organise your Apple Mac account? Where can you find the best Apps? How do you use your iCloud efficiently? How do you revise your documents on the Mac and the iPad simultaneously?

Training session for a new Apple device

If you book your training session at the time of purchase of your new Mac, iPad or iPhone, then we offer you 60 minutes at a special rate.

Special rate

Training for your new Apple device
60 minutes **CHF 119.–**

Standard

30 minutes at **CHF 99.–**
60 minutes at **CHF 198.–**



More info

Services.

If you need Apple, you need us.



Apple Experts.

Our friendly and competent colleagues are happy to answer all of your questions.



We take care of you.

Through support and service we help you to get the most out of your Apple products.



We make it work.

As an Authorised Apple Service Provider, we offer you a repair service.



One-to-One Trainings.

Fit for the new Apple device with exciting trainings around Apple software and operating system.



How it works.

We help you set up your new Apple product step by step. Ask for a consultation.



Free recycling.

You buy a new Apple product? We can help you recycle your old device.

Our experts are there for you.

Service centres.

Bahnhofstrasse 18
5000 Aarau
Phone 062 511 49 89

Marktgasse 14
9000 St. Gallen
Phone 071 511 34 92

Güterstrasse 133
4053 Basel
Phone 061 511 20 12

Bälliz 64
3600 Thun
Phone 033 533 01 30

Marktgasse 60
3011 Bern
Phone 031 310 29 40

Untertor 2
8400 Winterthur
Phone 052 511 12 66

Steinbockstrasse 8
7000 Chur
Phone 081 544 60 02

Bundesplatz 14
6300 Zug
Phone 041 725 40 86

Moosmattstrasse 36
8953 Dietikon
Phone 044 745 77 66

Bahnhofplatz 1
8001 Zürich
Phone 044 265 13 13

Pilatusstrasse 18
6003 Luzern
Phone 041 248 50 80

Technical customer service
Repair request to
repair@dq-solutions.ch