



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

Services.

 Solutions
Retail. Business. Education.

If you need Apple, you need us.
dq-solutions.ch


Premium
Partner

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. After a 90-day time period from date of purchase, we charge CHF 3.30 per minute for short support. This support tariff also applies to Apple devices not purchased from us.

Brief support in the shop on the following topics:

- iOS Support for everything concerning your iPhone, iPad, Apple Watch, Apple subscription and iCloud
- macOS system support
- Various apps (e.g. MS Office help)

**DQ Solutions 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 3.30/min at land line rate.



All services
at a glance

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.

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.

Set-up on site.

Support at your home or office.

Would you like your Wi-Fi or network checked or set up again?
Is your printer not working, or do you have questions about everyday use?

We come directly to you, solve your problems, and only leave when everything is working perfectly.

Your data is important to us.

We take care of your data and find the right solution for every situation. We're happy to advise you by phone or in person at a DQ Solutions store.

Data backup – Backup

Whether local backup or cloud backup – we will find the optimal solution for your individual needs.

Data recovery

If data is lost despite all precautionary measures, our service technicians or – if required – our partner and data recovery specialist Ontrack will provide professional assistance.

**Data erasure**

Do you want to pass your Apple device on to someone else or dispose of it safely?

A simple «data erasure» often only makes information invisible – it can often be restored with special tools. We ensure irrevocable data erasure in accordance with professional standards and can issue you with an erasure certificate on request.

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 (Upon work assignment, this amount will be deducted in full)	CHF 99.–
• 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 Air/Pro	CHF 99.–
– iMac	CHF 99.–
– iPad	CHF 79.–
– iPhone	CHF 49.–
– Other devices	on request

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.



Saving your MacBook

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

Cleaning at a fixed rate

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

Low cost – no risk

You only pay the full price if the cleaning was successful and your MacBook works perfectly again. If this is not the case, you will only be charged the cost of the estimate. As a rule, all expenses are covered by your household contents insurance.

MacBook Pro

Washing with success **CHF 299.–**

Cost estimate **CHF 199.–**

MacBook Air

Washing with success **CHF 199.–**

Cost estimate **CHF 129.–**

We are successfully using this cleaning service for your MacBook with damage of any kind caused by liquid. If liquid damage comes into contact with oxygen or electricity, this leads to corrosion and computer failure.

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.

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.



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.

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

- Same-day repair of the display or battery is possible at request (within 2 to 3 hours)
- Warranty replacement for devices within 2 to 3 days
- Replacement iPhone for a flat rate
- Warranty repairs using Apple original parts
- Short support for everything to do with your iPhone, CHF 3.30 per minute
- Display exchange after glass breakage
- Battery exchange
- Data rescue
- Data erasure with certificate



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

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

Repair request to
repair@dq-solutions.ch