

Tech Center Apple Service Menu

Mac Check-in Fee: In-Warranty	No charge
Mac Check-in Fee: Out of Warranty*	\$60
Mac Front Desk Repair**	\$20 (Students should visit STS)
Mac Malware Detection and Removal	\$35 (Students should visit STS)
Data Migration (Mac or PC)	\$50 Free within 7 days after purchase of a new computer from WU Campus Store. (Students should visit STS)
Data Backup (Mac or PC)	\$50 Free with the purchase of an external hard drive from WU Campus Store. (Students should visit STS)
Operating System Install (Mac or PC)	\$50 (Students should visit STS)
Labor***	\$50 per hour

*Apple service diagnostic and repair quote (if needed) included in check-in fee. If a repair is authorized, the check-in fee is credited toward the final cost of the repair.

**No parts required, such as PRAM reset, Repair Disk Permissions, etc.

***Cost of parts and taxes not included.

- **Repair Hours: Monday-Friday 10am-6pm.**
- We service and repair Apple computers covered under warranty free of charge.
- Data migration and backup times vary based upon system and amount of data.
- Repairs can be dropped off for the next available repair time. Walk-ins welcome. In-house repair turnaround is 2-3 business days, excluding holidays and weekends. Mail-in repairs to Apple take about a week. Times vary based on the repair performed.
- The WU Tech Center recommends regular data backup and is not responsible for the loss or corruption of data.
- **STUDENTS:** For FREE software-related services such as back-ups, virus removal, software installation, Microsoft Office through WashU, or other troubleshooting, students can visit Student Technology Services in Gregg Hall on the South 40. (sts.wustl.edu)
- **FACULTY/STAFF:** For software-related issues on Macs owned by the University, please inquire with your department for appropriate IT support or call the Solutions Center at 935-8200.

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Service Provider**