

# Apple Repair Services

## Warranty Repair Services

Bell Techlogix designs, builds and operates best-in-class Technology Logistics Centers (TLC) across the United States. With twelve current TLC locations, we service all Apple units. Designed for the convenience of academic and enterprise customers, Bell Techlogix helps you stay current, optimized and on the leading edge. If it breaks, we'll fix it and recommend preventative measures to keep it from happening again.

## Bell Techlogix TLCs Offer the Following:

- Convenient locations & hours of service
- Apple Certified technicians to address your needs
- Cost effective repair options
- Preventative maintenance and service
- Comprehensive solutions for repair, upgrades, OS installations and more

## Education

Whether on campus or off, Bell Techlogix can provide AppleCare warranty and out-of-warranty support for your Apple desktop, laptop or mobile devices. Handling computer hardware diagnostic services or simple to complex hardware repairs, Bell Techlogix provides fast and cost-effective repairs for Apple products.

## Commercial

With the fast pace of business, who has the time to spend at a retail store waiting for repair support or shipping devices across country and tracking down inbound and outbound shipments? Simply open your browser, open a ticket with Bell Techlogix and we will provide your warranty or out-of-warranty support on your Apple desktop, laptop or mobile equipment. If your equipment is under warranty the support is no cost to you.

\*WITHIN BELL TECHLOGIX TLC SUPPORT AREAS

## Emergency Spares

Does your organization make its revenue utilizing your Apple desktop, laptop or mobile devices? What does down time really cost your organization? Speak with one of our dedicated Apple team members about an Emergency Spare program for your business that will keep you up and running, reducing your downtime and keeping your revenue flowing.

## DEPOTWORKS™

Bell Techlogix provides its clients with a client branded self-service portal called DepotWorks. This system enables our clients to simply log into a website to initiate a service request and track its progress through the entire repair lifecycle.

DepotWorks provides notifications to our clients at key milestones such as "Repair Complete" so our clients are assured that their service requests are being handled properly. Our seamless integration into AppleCare's systems allows us to quickly validate warranty status, diagnose systems and order parts, significantly reducing turnaround time.

## Key Factors of Our Success

- 25 years of proven success
- Apple Authorized Service Provider
- Multiple time winner of Apple "Commitment of Excellence" Award
- Experience spans K-12 through Higher Education and Small Business through Fortune 500 level organizations

## On-site Support

Bell Techlogix will provide certified, experienced resources to come on site to pickup your equipment for AppleCare warranty, or out-of-warranty support.

## Drop-off Support

With multiple TLC locations capable of providing AppleCare warranty and out-of-warranty support, just drop your equipment off and we will provide a rapid estimate, repair and turn-around.

## Why Bell Techlogix?

Repair services, logistics and end user support are our core competencies. We know your time is invaluable and you can't afford to waste it on waiting for repair services. By providing efficient, flexible and scalable return to service models, we enable you to spend more time focused on your business.

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