

# SILVERTECH DMV MAC LAB - CUSTOMER Q&A;

WHAT TO EXPECT BEFORE, DURING AND AFTER YOUR MAC REPAIR

## Q1 Do you offer free diagnostics?

No. Professional Mac diagnostics begin at \$69 because testing may require disassembly, Apple Diagnostics, power checks and software analysis. The fee is credited toward approved repair labor within 14 days.

## Q2 How long will my repair take?

Many software, battery and cleaning services can be completed in one to three business days. Screen, board-level and special-order repairs depend on parts availability and complexity.

## Q3 Will my files remain private?

Customer privacy is a priority. Access is limited to what is needed for testing. Customers should back up their Mac before service whenever possible.

## Q4 Do you use genuine Apple parts?

Part options depend on the model, repair and availability. The estimate will identify whether the part is genuine Apple, original-equipment pull, premium aftermarket or customer supplied.

## Q5 Can you repair liquid-damaged Macs?

Yes, subject to inspection. Liquid damage can spread corrosion and may involve more than one component, so results and warranty coverage are limited to the specific work performed.

## Q6 What warranty do you provide?

Most completed repairs include a 90-day limited labor and installed-part warranty. Exclusions include liquid damage, physical damage, power surges, unrelated failures and tampering.

## Q7 Should I back up my Mac first?

Yes. Back up important files and bring the power adapter. For certain services, you may also need to disable Find My or provide the login password for testing.

## Q8 Are you Apple-authorized?

SilverTech DMV Mac Lab is an independent repair and training business unless a written estimate specifically states otherwise. We do not imply Apple authorization.

### READY FOR A PROFESSIONAL MAC DIAGNOSTIC?

Call/Text: \_\_\_\_\_ Email: \_\_\_\_\_