

Apple Genius Bar Appointments | Service Requests

You or GraceIT can take your MacBook to get it serviced at the Apple Genius Bar if it is experiencing an issue. You can make an appointment, free of charge. All the MacBooks we purchase and lease come with AppleCare which backs it with a multiyear warranty.

If you need to have your MacBook serviced, please make sure that you can deactivate your device from your Apple ID (look at [Turn off Find My on your iPhone or other devices - Apple Support](#)). If Grace IT needs to take it for you, please turn off **Find My Device** and **sign out of your Apple ID** in case your computer needs to be wiped while it is serviced. Otherwise, Apple won't be able to make repairs:

- [Activation Lock - Support \(apple.com\)](#)
- [Remove a device from Find Devices on iCloud.com - Apple Support](#)

If there is physical damage or water damage related to the technical issue going on with the laptop, Apple will charge you to make repairs even if it has Apple Care+. If this is the case for your computer, please do not take it to the Apple Store (if you know there is a strong chance of water damage) or pay out of pocket to make the service repairs. Please let Grace IT know about it and we will take care of it all for you.

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