

Please read both sides first

Dear Valued Customer,

Thank you for your business! Your purchase has allowed us to achieve our mission, which is to provide the highest quality refurbished and improved Apple products at affordable prices, while providing superior customer service and helping the environment at the same time.

Email us directly at: service@doubledex.com with ANY topics you may have

We care! Your satisfaction in our #1 priority. We're a small business in Sacramento, CA. If you have any questions or concerns regarding your order please email, or call us at 877-609-7646.

We stand behind our products! If you're not satisfied with your laptop or you have any hardware problems, we're here for you. See our warranty section below for our various warranties and return policies.

We're green! Our company has a passion for recycling and doing our part to help the planet. We have reused or recycled all packing material, and 100% of our used and broken parts are sold.

We went to great lengths to create the safest, best and strongest packaging systems. If your package arrives damaged, immediately take 5 -10 photos of the box, packaging material and damage to the machine. Save all the packing materials, do not turn on your computer, and contact us immediately.

Instructions upon arrival, to set up your computer:

Your computer is factory reset and ready to go! Simply turn it on and follow the set-up prompts. Signing in with your Apple ID is optional, but highly recommended. Remember to write down your password.

Follow us on Facebook, Google + and visit our website at www.doubledex.com!

Thank you again for supporting our effort. We greatly appreciate your business!

Warm regards,

John Sigurdson,
CEO Double Dex

Double Dex Warranty & Return Policies

We care about our customers and machines, and customer satisfaction is our number one priority. Your purchase comes with the below warranties.

30 Day Warranty Against Defects: (Unless otherwise stated on the specific listing you purchased from)

If the machine malfunctions within 30 days please contact us immediately. We will authorize a return for refund or exchange, as well as paying the return shipping up to a pre-authorized cost for priority shipping back to us with a shipping carrier of our choice. Warranty claims are for hardware issues only.

30 Day Satisfaction Guarantee: If you're not happy with your purchase for any reason, you may return it for a refund, replacement of the same model or exchange it for a different model within 30 Days from the date of delivery. Buyer is responsible for paying the shipping on returns. Refunds are processed within 72 hours upon receiving it back, after it's been verified and inspected for damage. Damaged items will not be refunded in full. Refunds will be less a -\$40 restocking fee, however no restocking fee will be withheld if exchanging for a different model that better fits you needs.

Warranty Exceptions: These warranties do not include or protect against direct physical damage (drops, spills, etc.), to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause. If the bottom case of the machine is removed for any reason without our authorization, or if any parts are removed from the computer, all warranties will be voided. We will not reimburse or pay for any 3rd party repairs. We are not responsible for lost packages in transit to Double Dex. Machines left at our facility for more than 60 days will be considered abandoned. When an item leaves the USA, all warranties and return policies are voided. We do not ship internationally.



Other Helpful Information

Check for recent upgrades: We install the most recent OS your machine can accept. You may elect to check for and install any recent updates. Here's how: Login to the Apple App Store (blue circle with A) with your Apple ID and click on "updates". We strongly encourage you to NOT upgrade to a newer OS until it has proven to be bug free, around 6 months after initial release.

Backup Your Data: We highly recommend backing up your data and software to an external drive or the cloud on a regular basis.

Adapter / Charger: We include a new (or gently used) adapter.

- **Use:** Plug it into the wall (first), then to the left rear corner "adapter port" (it's magnetic). You may have to jiggle it to make the connection. The light will turn "green" to show the connection, then to "amber" indicating the battery is charging. If you attach the adapter to the computer first, while it's on, it will cause a spark.
- **If the light on the adapter cord does not come on, try:** 1) Jiggling the connection. 2) Making sure nothing got inside the magnetic port (a staple is most common). 3) Making sure the prongs are not bent. 4) Removing and reattaching the corner prong unit (while unplugged). 5) Trying a different outlet.

Battery Charge / Capacity: The average use on all fully charged Apple batteries is approximately 2-4 hours depending on (regardless of the laptop model, user, year, new or used battery or computer, etc.). We install new or gently used batteries. While Apple advertises 7 hours of use on a full charge, that is at the lowest light setting, not connected to the internet, and with no programs running. We recommend keeping the computer plugged in at all times.

Resets: You may find that periodically running SMC and PRAM resets will improve the performance of your machine. They also fix a large percentage of computer health issues (not charging, battery life, no chime on boot, not fully booting, etc). The resets will not cause loss of data. Instructions for these resets can be found online by searching for "PRAM Reset for Apple" and "SMC Reset for Apple."

Heat / Fan: All Apple MacBook laptops run very warm to hot. This is normal, to be expected, and is no cause for alarm. It's not faulty, defective, at risk for overheating, or in need of repair. Fans run to cool the computer.

Restarting: It's normal and common for your machine to restart itself in the first 24 hours of use, as it performs its updates. If this occurs you must allow it to fully restart. Interrupting this restart on an update may cause harm to the machine. If you are concerned about this process or if your machine restarts often(daily) please let us know.

Sounds: You may hear sounds coming from the: DVD drive, fans, clicking, humming and the like - especially when it's first turned on. These are normal, not indicative of malfunction, or need for repair. The sounds are from the components initializing.

History of The Computers: We purchase our computers from large, reputable and reliable wholesale suppliers who have verified their history by thoroughly testing and inspecting each machine. We then install (as needed) a new: hard drive, memory and battery. Other parts we may have replaced to improve the quality are the: DVD drive, screen, keyboard, drive cable, or other components.

Insurance/Accidents/Repairs: While we stand behind our products and work, we cannot unfortunately insure against direct physical damage after it's received (if you drop it, spill something inside it, etc.). We CAN, however, assist you with a repair in a timely manner if something happens to it. Within our 6 Month At Cost Repair Policy, we don't charge labor, only charge the wholesale cost of any new parts (on the order of 1/3 the cost of Apple repairs or 1/2 the cost of a third party repair facility). We provide repairs at the lowest cost possible, utilizing our refurbishing resources and platform.

Serial number: We may have replaced the bottom case during our refurbishing, which means the serial number on the bottom may not match the serial number of the machine.

Solid State Hybrid Drive: Specific models are upgraded with Solid State Hybrid (SSHD) drives. This type of hard drive is not identifiable by your machine (therefore you will not see the words on your screen) or by diagnostic tests (therefore it may come up as faulty, when it is not).