



iPad Service and Repair

Learn how to get your iPad fixed, how much it costs and how long it will take.

How do I get my iPad fixed?

Choose the service and repair option that's best for you.

Send it in: Contact us and we'll send you a shipping label. Print the label and take it with your iPad to Australia Post. They'll give you packaging to send your product to us. We'll service or replace your iPad as quickly as possible.

Bring it in: Set up an appointment at an [Apple Store](#) or an Apple Authorised Service Provider.

[Start a service request](#)

How much does it cost?

If your iPad issue is covered under our [warranty](#) or [consumer law](#), you won't pay a fee. Otherwise, repairs are considered out of warranty (and not covered) when:

- Your iPad is no longer covered by the Apple warranty or by consumer law.
- Your iPad screen gets broken accidentally.
- Your iPad has other accidental damage or issues caused by unauthorised modifications.

If your iPad issue isn't covered, you'll pay a fee. This fee will be either:

- An [out-of-warranty fee](#), or
- An [AppleCare+ service fee](#)

If you have AppleCare+, it includes accidental damage protection. Each incident of accidental damage is subject to a service fee. If you don't have AppleCare+, the out-of-warranty fee applies.

[Learn more about AppleCare+](#)

iPad service pricing – Australia

These prices apply to repair or replacement made by Apple. Pricing and terms might vary at other service providers.

iPad Pro	AppleCare+ service fee	Out-of-warranty service fee
iPad Pro 12.9-inch (4th generation)	A\$ 65	A\$ 1,079
iPad Pro 12.9-inch (3rd generation)	A\$ 65	A\$ 1,079
iPad Pro 12.9-inch (2nd generation)	A\$ 65	A\$ 969
iPad Pro 12.9-inch	A\$ 65	A\$ 969
iPad Pro 11-inch (2nd generation)	A\$ 65	A\$ 829
iPad Pro 11-inch	A\$ 65	A\$ 829
iPad Pro (10.5-inch)	A\$ 65	A\$ 729
iPad Pro 9.7-inch	A\$ 65	A\$ 579

iPad mini	AppleCare+ service fee	Out-of-warranty service fee
iPad mini 5	A\$ 65	A\$ 459
iPad mini 4	A\$ 65	A\$ 459
iPad mini 3	A\$ 65	A\$ 459
iPad mini 2	A\$ 65	A\$ 319
iPad mini	A\$ 65	A\$ 319

iPad Air	AppleCare+ service fee	Out-of-warranty service fee
iPad Air 4	A\$ 65	A\$ 629
iPad Air 3	A\$ 65	A\$ 579
iPad Air 2	A\$ 65	A\$ 459
iPad Air	A\$ 65	A\$ 385

iPad AppleCare+ service fee Out-of-warranty service fee

iPad 8th generation	A\$ 65	A\$ 385
iPad 7th generation	A\$ 65	A\$ 385
iPad 6th generation	A\$ 65	A\$ 385
iPad 5th generation	A\$ 65	A\$ 385
iPad 4th generation	A\$ 65	A\$ 459

Prices are in Australian dollars and include GST. If your iPad is out of warranty and requires shipping, we'll add an additional A\$ 19.95 shipping fee to the listed service price. Your replacement iPad will be new or equivalent to new. If the issue with your iPad was caused by severe damage from an accident or from abuse, you might have to pay the full replacement value.

[Identify your iPad model](#)

Is your iPad covered by AppleCare+?

AppleCare+ gives you expert technical support and hardware coverage from Apple, including accidental damage coverage. Each incident of accidental damage is subject to a service fee.

If you don't have AppleCare+, you'll pay the [out-of-warranty fee](#) for that type of repair.

Model	Accidental damage (AppleCare+ fee)
All eligible iPad models	A\$ 65

Not sure if you're covered? [Check if you have AppleCare+ coverage](#) by entering your iPad serial number.

[Learn more about AppleCare+](#)

iPad battery and power — Australia

Battery service costs

If your battery has an issue that's covered by the Apple Limited Warranty, AppleCare+ or consumer law, we'll service your iPad or Apple Pencil at no additional cost. Our warranty doesn't cover batteries that wear down from normal use. If your battery wears down, we offer out-of-warranty battery service for a fee.

If you have AppleCare+, it covers your iPad or Apple Pencil for no additional charge if your product's battery holds less than 80 per cent of its original capacity.

We might need to test your product to find the cause of your battery issue.

Battery service	In warranty or AppleCare+	Out-of-warranty
All eligible iPad models	A\$ 0	A\$ 165
Apple Pencil (1st and 2nd generation)	A\$ 0	A\$ 45

All prices are in Australian dollars and include GST. If your product is out of warranty and requires shipping, we'll add an additional A\$ 19.95 shipping fee to the listed service price.

Other battery and power issues

Your iPad battery's performance depends on how you use apps and settings. These tips show you how to [maximise the life of your iPad battery](#).

If your iPad won't turn on or if the screen turns black, [follow these steps](#) and see if the issue gets resolved. Your iPad might not require service.

[Start a service request](#)

Screen repair

If your iPad screen breaks accidentally, you have the option to replace your iPad for an out-of-warranty fee. Accidental damage isn't covered by the Apple warranty or by consumer law. If your screen cracks due to a manufacturing issue, it's covered by the Apple warranty and consumer law.

The cost to service an iPad with an accidentally damaged screen depends on your iPad model, any additional damage and if you have AppleCare+ coverage.

If you have AppleCare+, it gives you expert technical support and hardware coverage from Apple, including accidental damage protection. Each incident of accidental damage is subject to a service fee. If you don't have AppleCare+, the out-of-warranty fee applies.

[Start a service request](#)

[Learn more about AppleCare+ for iPad](#)

How long will it take?

Depending on the type of service, your repair might take from 5-12 business days. If your iPad was engraved by Apple, it could take up to 15 business days.

After we receive your iPad, you can [check the status of your repair](#).

Apple accessories

Apple-branded accessories, including the cable and power adaptor, are covered by the Apple one-year limited warranty for accessories and consumer law. The Apple-branded accessories that come in the box with your product are also covered by your AppleCare+ plan.

The following Apple accessories for iPad are also covered under AppleCare+ for iPad, including accidental damage. You can use an incident of accidental damage included in AppleCare+ for iPad to cover the damage to these accessories. Or you can pay the out-of-warranty service fee.

Accessory	AppleCare+ incident fee	Out-of-warranty service fee
Apple Pencil (2nd generation)	A\$ 45	A\$ 179
Apple Pencil	A\$ 45	A\$ 135

Accessory	AppleCare+ incident fee
Smart Keyboard (all models)	A\$ 45

All prices are in Australian dollars and include GST. We'll add a A\$ 19.95 shipping fee if we need to ship your Apple Pencil.

What to expect

Before you send your iPad to us, make sure that you [back up your data](#) and prepare your iPad for replacement. Your replacement device won't have your data on it, and you'll need to [restore that data](#) from your backup.

After we receive your iPad, we'll send you information about repair, replacement and fees. If your iPad needs to be replaced, we'll ship a replacement to you with factory settings. Your replacement iPad will be new or equivalent to new.

[Read the Apple privacy policy](#)

Express Replacement Service

Express Replacement Service is a benefit of your AppleCare plan.

[See the iPad Express Replacement Service page](#)

Apple Limited Warranty coverage

The [Apple Limited Warranty](#) covers your iPad and Apple-branded accessories against manufacturing defects for one year from the date you bought your product. The Apple Limited Warranty is in addition to rights provided by [consumer law](#).

Our warranty doesn't cover damage caused by accidents or unauthorised modifications. See the warranty for complete details. You can [check your coverage status](#) online and [update your proof-of-purchase](#) information if there's an error in our records. If our warranty doesn't cover your repair, you'll pay out-of-warranty fees.

Consumer law

Your locale might have consumer-protection laws for some repair issues. Learn more about your [consumer law](#) rights.

Our guarantee after service

We guarantee our service, including replacement parts, for 90 days or the remaining term of your Apple warranty or AppleCare plan coverage, whichever is longer. We offer this whenever you get service from us or from an Apple Authorised Service Provider. This is in addition to rights provided by consumer law.

[Read the Apple Repair Terms and Conditions](#)

[Read the Apple privacy policy](#)

Helpful?

Yes

No

Get Support



[Start a repair](#) >



[Check your repair status](#) >