



## Frequently Asked Questions

**My Mac is covered under Applecare warranty, are you able to repair it for me?**

If your problem is hardware related and covered under warranty you should contact Apple for advice on how to have your Mac repaired under warranty. We are able to assist with most other issues you may encounter. Please be aware that software related issues are NOT covered under Apple warranty. If you are unsure on whether you qualify for a warranty repair contact please contact us and we'll be happy to advise you.

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**My computer is old, is it worth fixing?**

The value of any equipment is down to the owner and the use they have for it. We will provide you with an estimate for the repair work and then you can make a decision on whether to proceed with the repair.

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**What about my data, will I lose any?**

Where relevant, we backup your data before any procedure.

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**I'm having difficulty with accessing some of the content on this site, what is the problem?**

For maximum compatibility we recommend using a webkit based browser when visiting this site. Internet Explorer users in particular will encounter issues due to that browsers poor support of modern open web standards. Visit our [Troubleshooting page](#) for more information.

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**How do I know that payments made to Macsimise are secure?**

For your convenience and security our online transactions payments are through PayPal, this gives you a range of payment options plus confidence in the integrity of the service we use.

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**I am am unable to contact you by phone on either your office or mobile number**

We have provided both a landline and mobile number for your convenience, on rare occasions you may need to leave a voicemail. Our policy during a paid consultation is to provide the customer with our undivided attention. If you have paid for the service, you can rightfully expect that our full focus is on your needs. Please leave a voicemail and we will respond as soon as possible. Please be aware that our mobile service is unable to accept calls or SMS from unlisted phone numbers, we apologise for the inconvenience and ask that you call our landline number or use the iChat or Skype option.

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