



Apple AC Wall Plug Adapter Exchange Program



Please select a Country

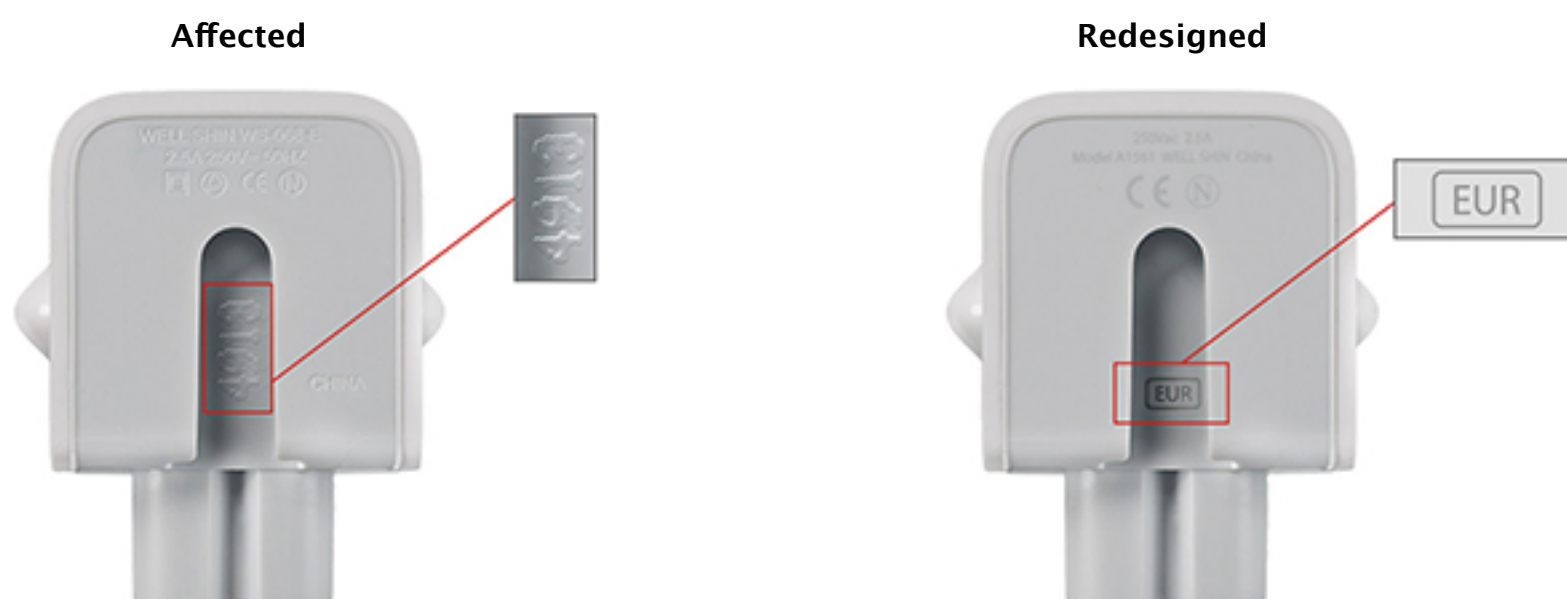
Apple has determined that, in very rare cases, the two prong Apple AC wall plug adapters designed for use in Continental Europe, Australia, New Zealand, Korea, Argentina and Brazil may break and create a risk of electrical shock if touched. These wall plug adapters shipped from 2003 to 2015 with Mac and certain iOS devices, and were also included in the Apple World Travel Adapter Kit.

Customer safety is always Apple's top priority, and we have voluntarily decided to exchange affected wall plug adapters with a new, redesigned adapter, free of charge. We encourage customers to exchange any affected parts using the process below.

Note: Other wall plug adapters, including those designed for Canada, China, Hong Kong, Japan, United Kingdom, and United States and Apple USB power adapters are not affected by this program.

Identifying your wall plug adapter

Compare your adapter to the images below. An affected wall plug adapter has 4 or 5 characters or no characters on the inside slot where it attaches to an Apple power adapter. Redesigned adapters have a 3-letter regional code in the slot (EUR, KOR, AUS, ARG or BRA).



Affected Adapter Prong Types

Round thin pins, slightly slanted inward	Round thick pins	Flat angled blades	Round thin pins
Continental Europe	Korea	Australia New Zealand Argentina	Brazil

Note: The countries and regions listed are some examples of supported locations for that adapter. Adapters may be used in additional countries.

Exchange Process

Please choose one of the following options below. We will need to verify your Mac, iPad, iPhone or iPod serial number as part of the exchange process so please find your serial number in advance. Finding your device serial number is easy.

- Exchange your adapter(s) at your local Apple Store (Genius Bar reservation recommended) or an Authorized Apple Service Provider.
- Contact Apple Support.

Customers who purchased a World Travel Adapter Kit should use one of the options above to exchange their affected parts.

Additional Information

This program does not affect your statutory or warranty rights.

If you believe you have paid for a replacement due to this issue, contact Apple regarding a refund.

Learn more about using Apple power adapters, cables, and duckheads with Apple products.

Information as of 2016-02-05

 > Support

More ways to shop: Visit an [Apple Store](#), call 1-800-MY-APPLE, or [find a reseller](#).

Copyright © 2016 Apple Inc. All rights reserved. [Privacy Policy](#) | [Terms of Use](#) | [Sales and Refunds](#) | [Site Map](#) | [Contact Apple](#)

[Canada \(English\)](#) | [Français](#)