
From: Ken Chemko
Date: November 13, 2015
Subject: **Notification of Apple Authorized Service Provider Status Change**

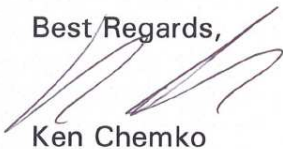
Electronic Futures AVU is sad to announce that Apple Canada has taken the decision to significantly increase the minimum service volume required to retain the status of Apple Authorized Service Provider. As a result, most Apple Authorized Service Providers outside of a small handful of major urban centres (in BC, specifically the lower mainland), will be losing this status, and therefore no longer be eligible to perform in-warranty repair work on Apple Products. **Effective November 19th, 2015, Electronic Futures AVU will have to cease use of the Authorized Service Provider logo, and will no longer be able to take in equipment for repair under Apple warranty.**

It is important to note that this is a corporate decision taken by Apple alone, based on annual service volume only, and this in no way relates to the quality of work done at these service providers. We believe this is a decision that fails to take into account the geography of rural Canada, and the adverse impact this will have on loyal apple customers outside of the lower mainland, who will need to ship their equipment to Vancouver for warranty repairs going forward. We have done our utmost to convey these points to no avail.

If you are concerned with this decision, the best venue to communicate with Apple on this matter is using their online form at <https://www.apple.com/support/feedback/?ref=contact-us>

Rest assured we still believe in Apple product, will continue to stock and sell it, and we hope that Apple will reconsider their decision in the future.

Best Regards,



Ken Chemko

kenc@elfut.ca