

# OSU Contract Summary

**VENDOR:**

Apple, Inc.

**PRODUCTS:**

Desktop/portable computers, tablets, software, servers and accessories.

**HOW TO USE THIS CONTRACT:**

To receive the special Buy Orange pricing on select Apple products you will need to register and order through the Apple ecommerce website. How to register on the ecommerce site:

Call the special account setup team at Apple (800) 800-2775, select Option 2, then Option 3. The setup team at Apple will assist you in requesting your online account.

If you are interested in the Volume Purchase Program which makes it simple to find, buy, and distribute Apps and Books for Mac and iOS devices, there is a different process to follow to allow distribution of these materials. Also, through the VPP store, you can get special pricing for certain purchases of 20 or more of the same material. Please contact Randy Wright at (512) 674-2685 or via email at [rwright@apple.com](mailto:rwright@apple.com) for assistance with this program at Oregon State University.

Order Status/Post Order Questions:  
Apple Sales Support  
[SSOCentralWestHiEd@apple.com](mailto:SSOCentralWestHiEd@apple.com)  
(800) 800-2775

Technical Questions:  
Ben Graham  
[beng@apple.com](mailto:beng@apple.com)  
(415) 307-4779

Price Quotes/Custom Store/All Other Items:  
Randy Wright  
[rwright@apple.com](mailto:rwright@apple.com)  
(512) 674-2685

Academic Support/Exploration  
Chris Vieira - Development Executive  
[cvieira@apple.com](mailto:cvieira@apple.com)  
(209) 201-2806

AppleCare Service/Support:  
(800) 800-2775 (if issue not resolved, contact Randy)

**PRICING:**

As shown in the online catalog with special Buy Orange pricing where applicable.

**DELIVERY:**

- Prepaid
- NOTE as a comment any funding deadlines on you order.
- Special order or expedited shipments will incur additional charge
- Request delivery profile at time of order.
  - Stock items will ship within 3-5 days after receipt of online order.

**GENERAL INFORMATION:**

Contract Number: 116936  
Contract Start Date: 9/1/2000  
Contract End Date: N/A (perpetual contract)

**ADDITIONAL INFORMATION:**

- Must receive sign in authorization prior to using the online website.
- Warranty:
  - 1 year parts and labor.
  - Extended warranty available for additional cost.
- Tracking:
  - Contact Apple Sales Support at (800) 800-2775 for tracking information.
- Returns:
  - All returns are processed online with your ecommerce account. If you have questions please contact the Apple Sales Support team at (800) 800-2775.

**QUESTIONS:**

Contact Randy Wright (512) 674-2685 or 1-800-800-2775 ext. 42685 or contact PCMM at (541) 737-4261.