# iGEEKSBLOG

Key Takeaways

- A quick way to contact Apple Support via phone: Call **1-800-275-2273** in the US.
- You can also contact Apple Support through GetSupport.Apple.com or the Support app. Choose the issue, then access options like Chat, Email, Call, or Bring in for Repair.

When you encounter a problem with any Apple device or service or whether you're a new Apple user, websites like ours are good places to find the solution. However, at times you might want specific information about your Apple ID, subscription plan, order status, repair options, refund, or personal one-on-one support. The best option in such situations is to contact Apple Support via live chat, telephone, or email.

Let me quickly show you the exact steps to contact Apple's customer support team from your iPhone, iPad, Mac, or even Windows PC. Later, we will also see how to schedule an appointment with Apple Genius, find local store timings, and more.
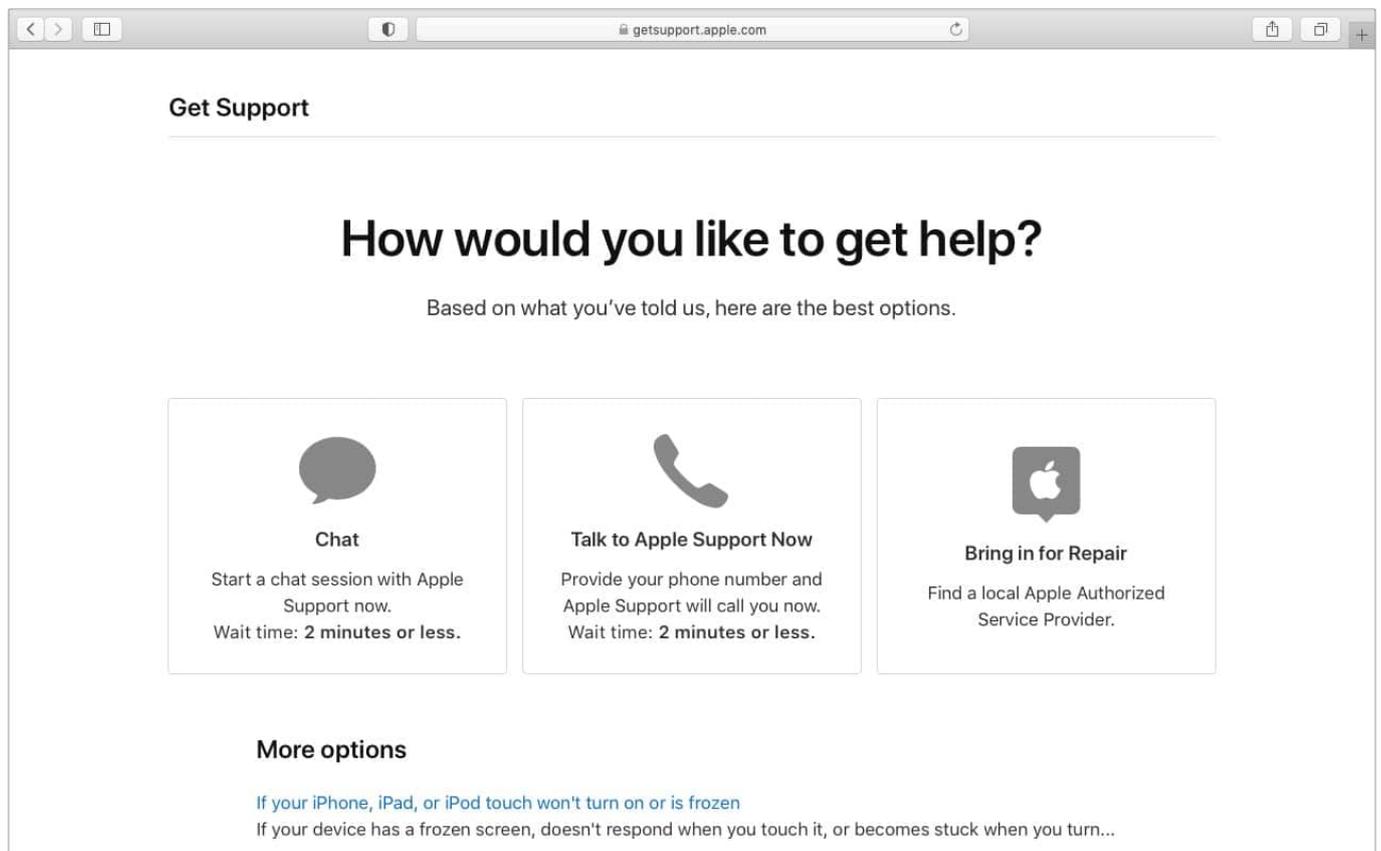
How to contact Apple online live chat support team

1. Visit GetSupport.Apple.com on your iPhone, iPad, Mac, or PC and choose the appropriate option.
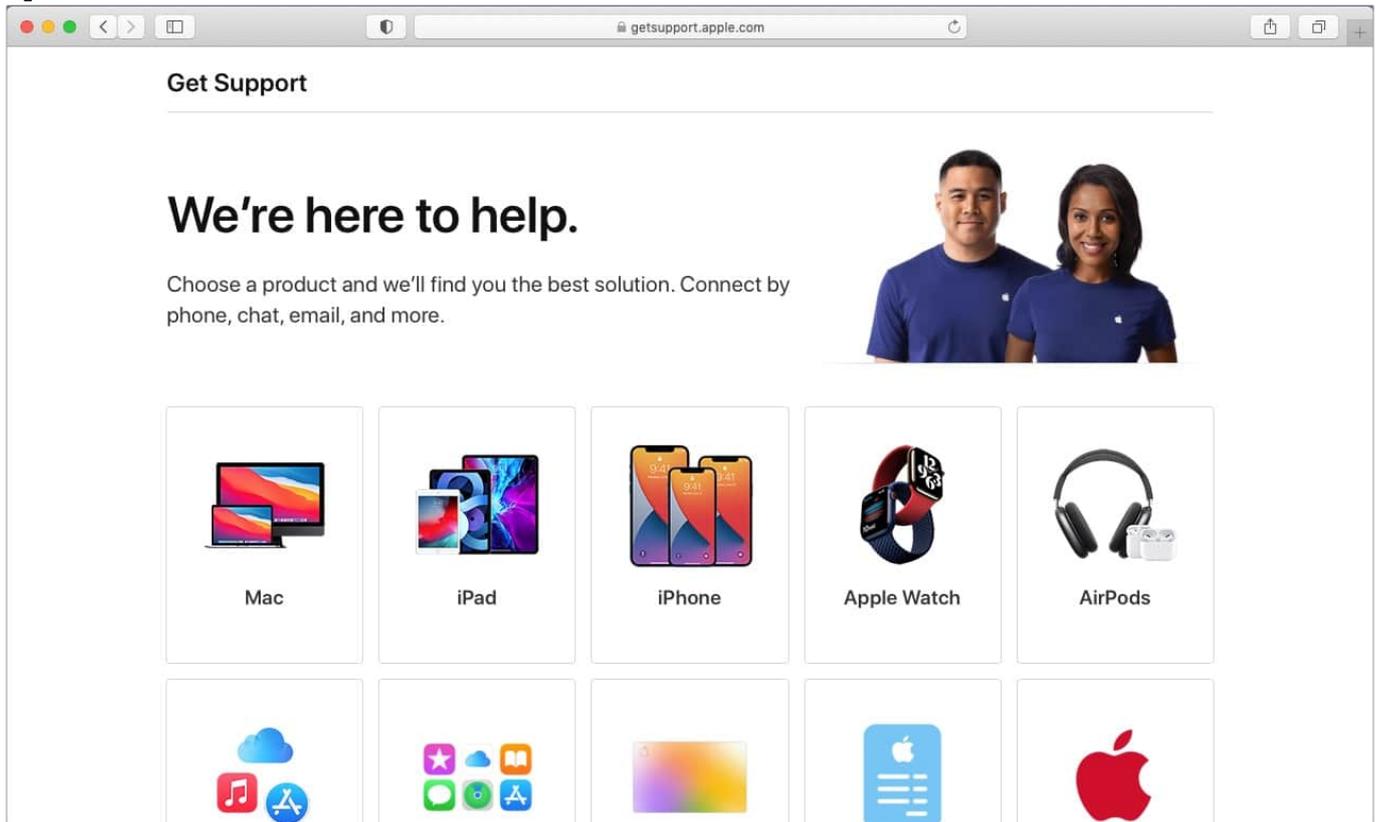

2. Select the problem you are facing.
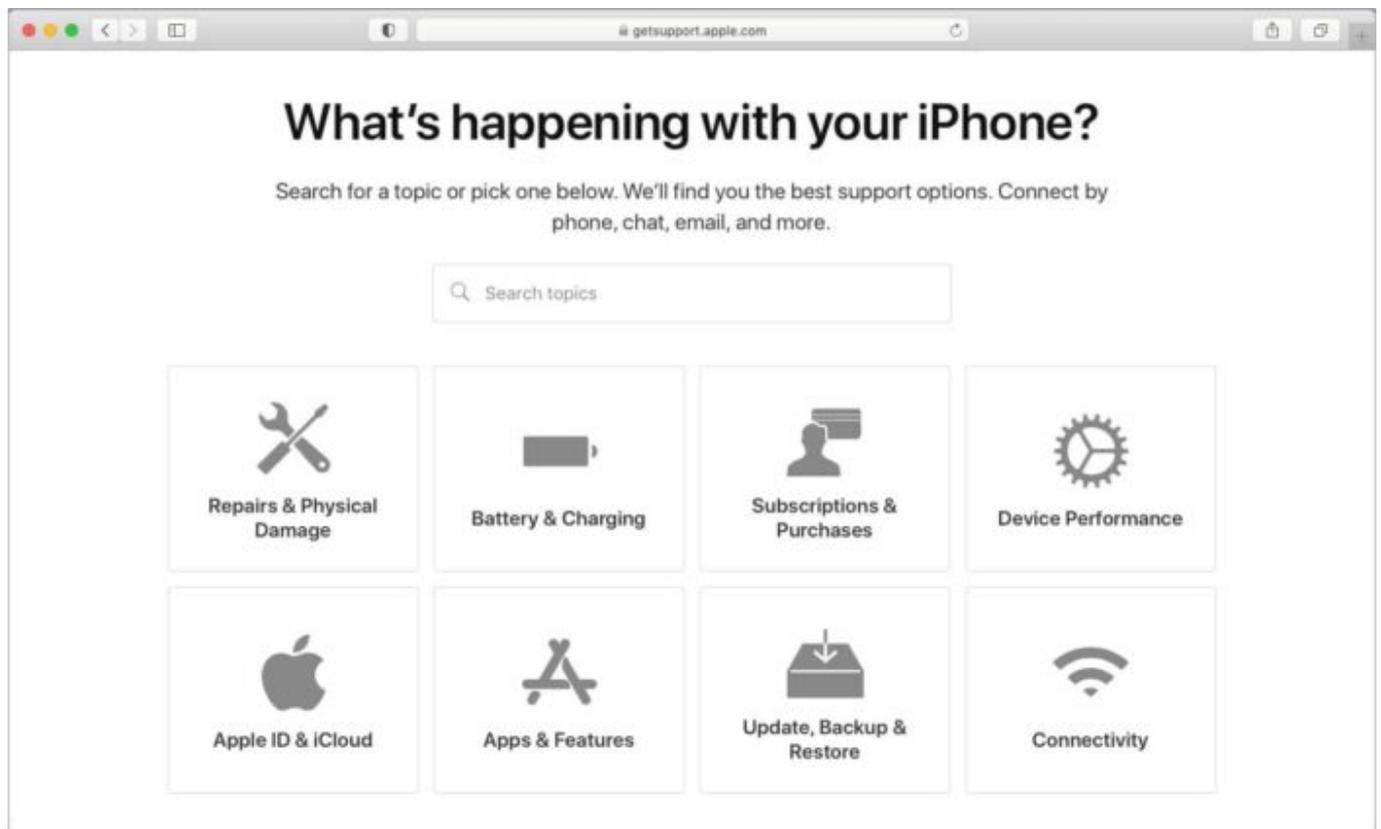
3. Based on what you selected, you will see options like **Chat**, **Email**, **Call**, **Bring in for Repair**.
4. Let us choose **Chat**.

5. Now you can find the serial number of your device and enter it here. Or, sign in using your Apple ID and choose a registered device.
6. Follow the on-screen instructions, and you will be connected to a customer care representative. Make sure you explain the problem well and calmly to get the best possible support.
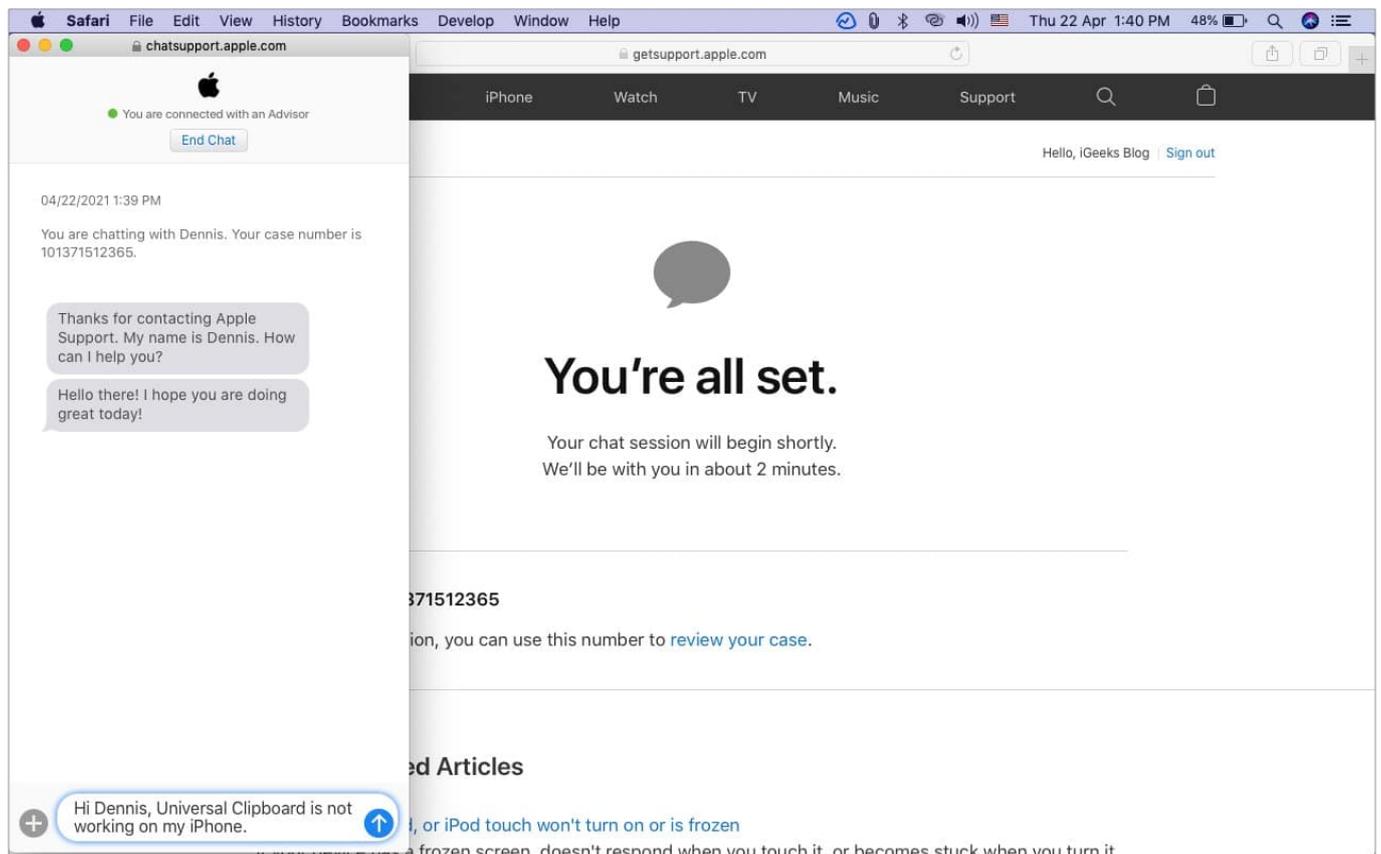
# How to call Apple Support or schedule a callback from them

When you follow the steps mentioned above, you see the option to get a callback from Apple in addition to chat or other options. Just enter your phone number, a few basic details, and an Apple customer care representative will call you and help solve your problem.

You can also raise a case and call them when you are ready. Quote them the case ID for faster support.
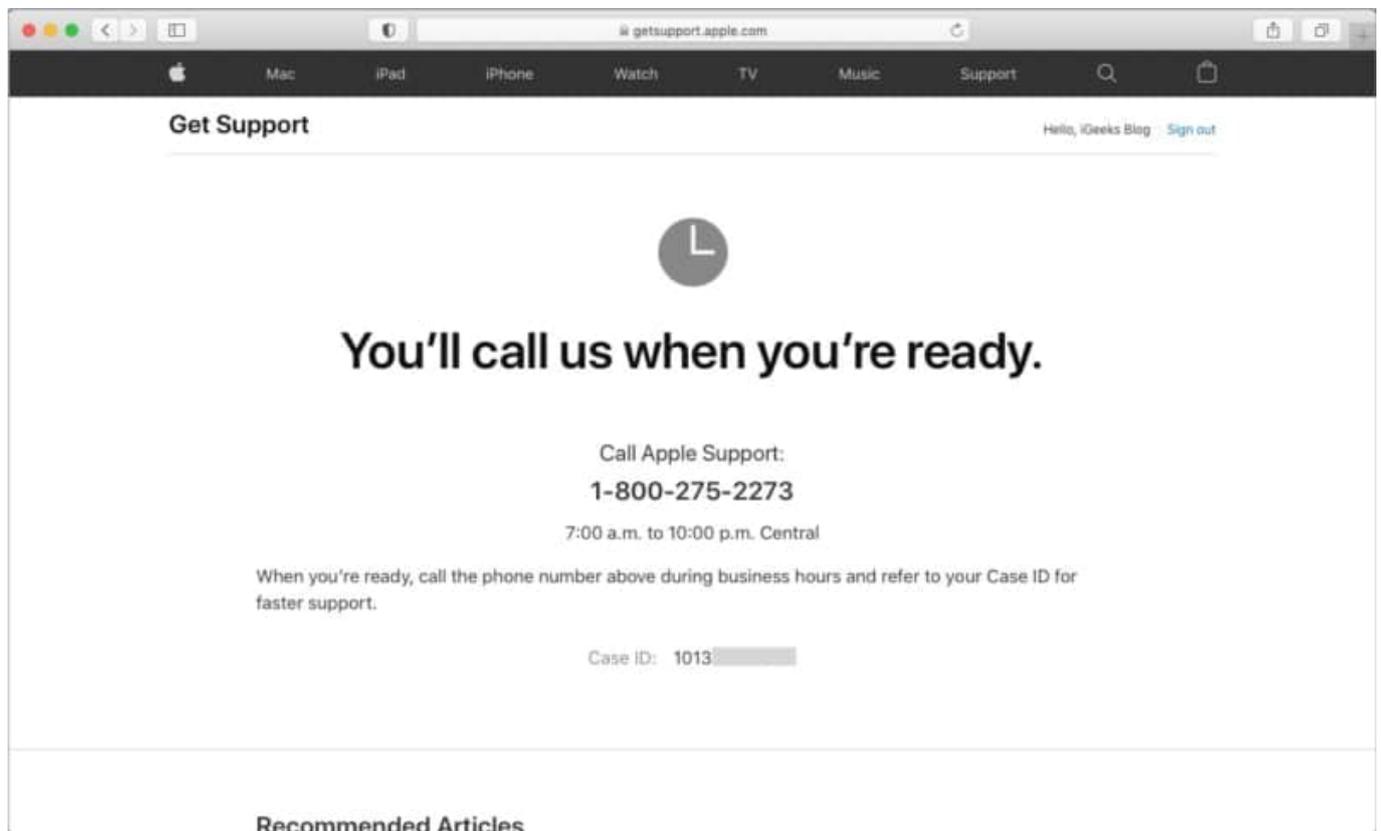
You can call Apple on **(800) MY-APPLE**, that is **(800-692-7753)**. To see more contact numbers, [visit this link](#).

Pro Tip: When Apple makes a new announcement, head over to the appropriate [Apple Newsroom](#) post. You will find the official media/press contact numbers.
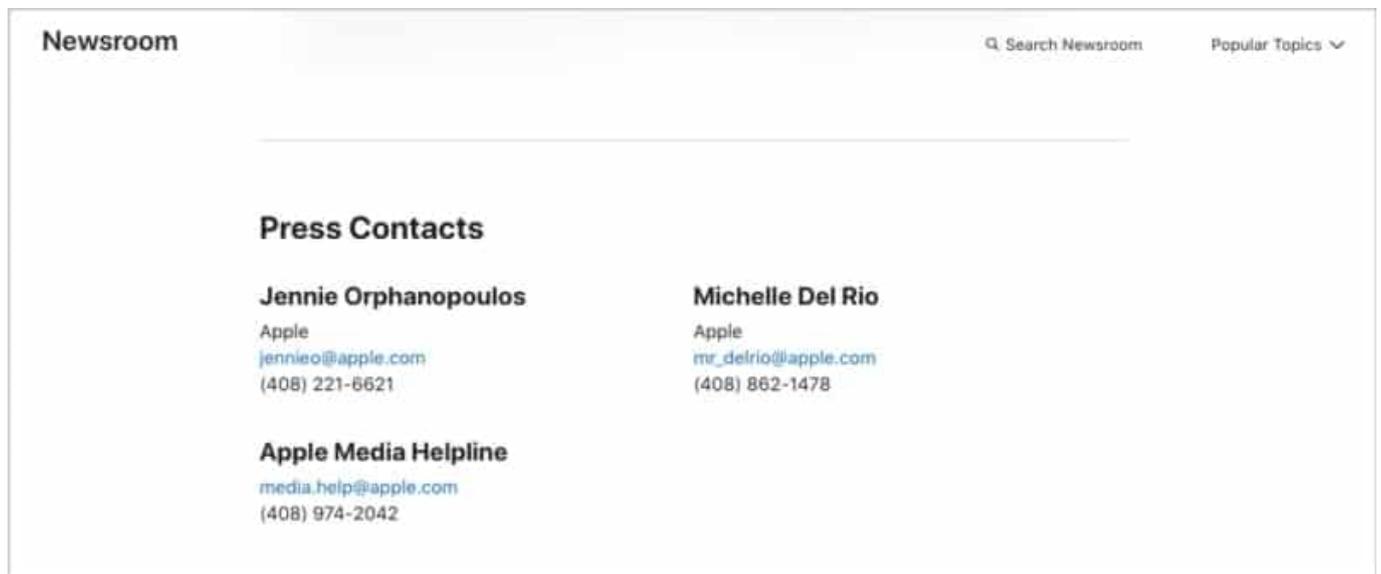
Contact Apple customer care via the Apple Support app

Apple Support app for iPhone and iPad is an excellent place to get your problems solved. Start by [downloading the app](#) from the App Store. The moment you open it, you have your device details and a list of topics. Choose one from here.

Or, tap **<Products** to see all your registered Apple devices and select one from there.
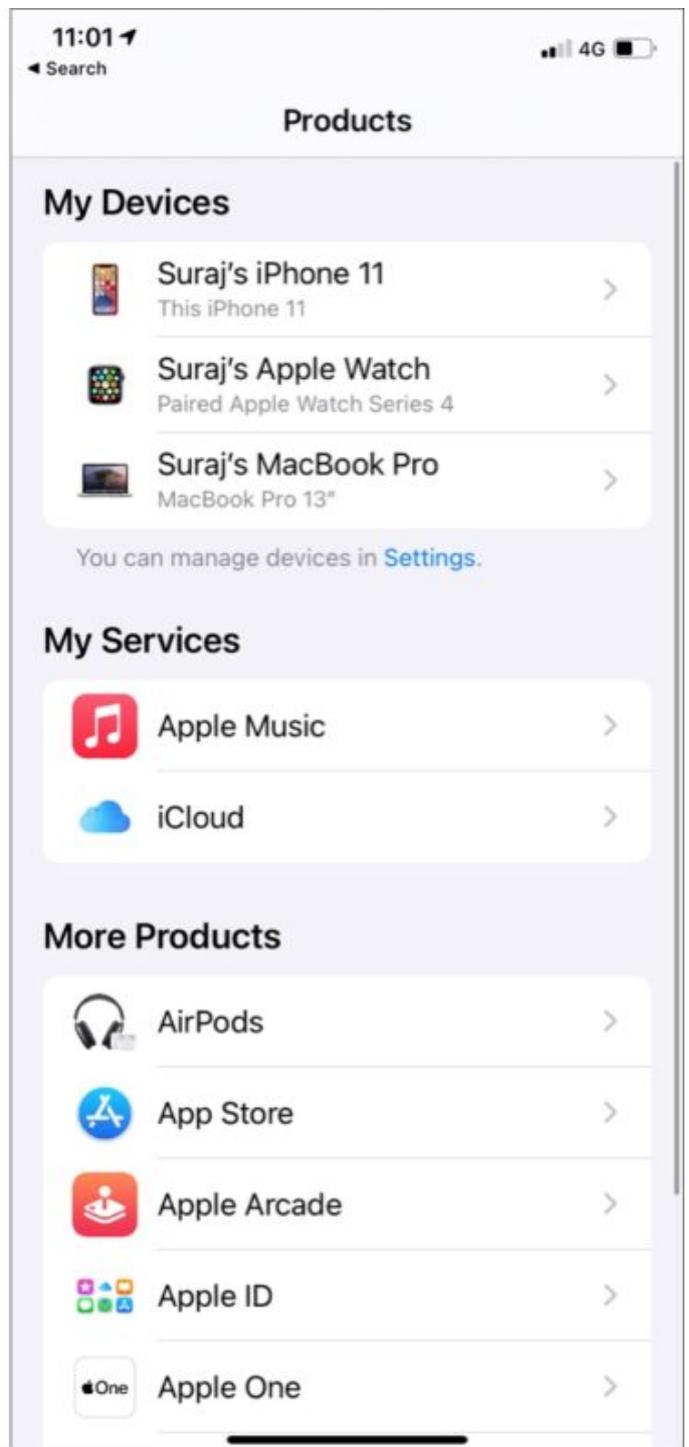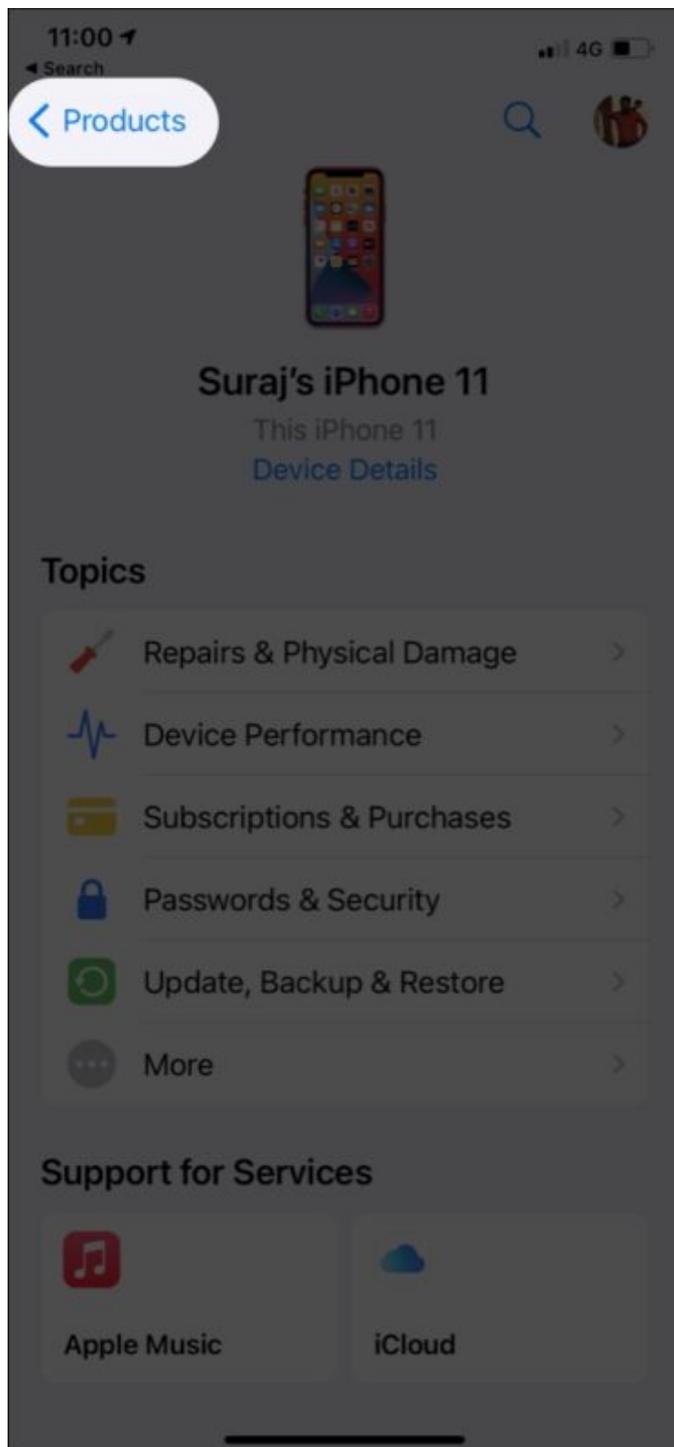
To contact an Apple representative choose an appropriate topic and select a sub-topic. You will see the best option and some helpful articles. Scroll to the bottom, and you may see a contact option. Tap one (like **Chat** or **Call**) to get help.
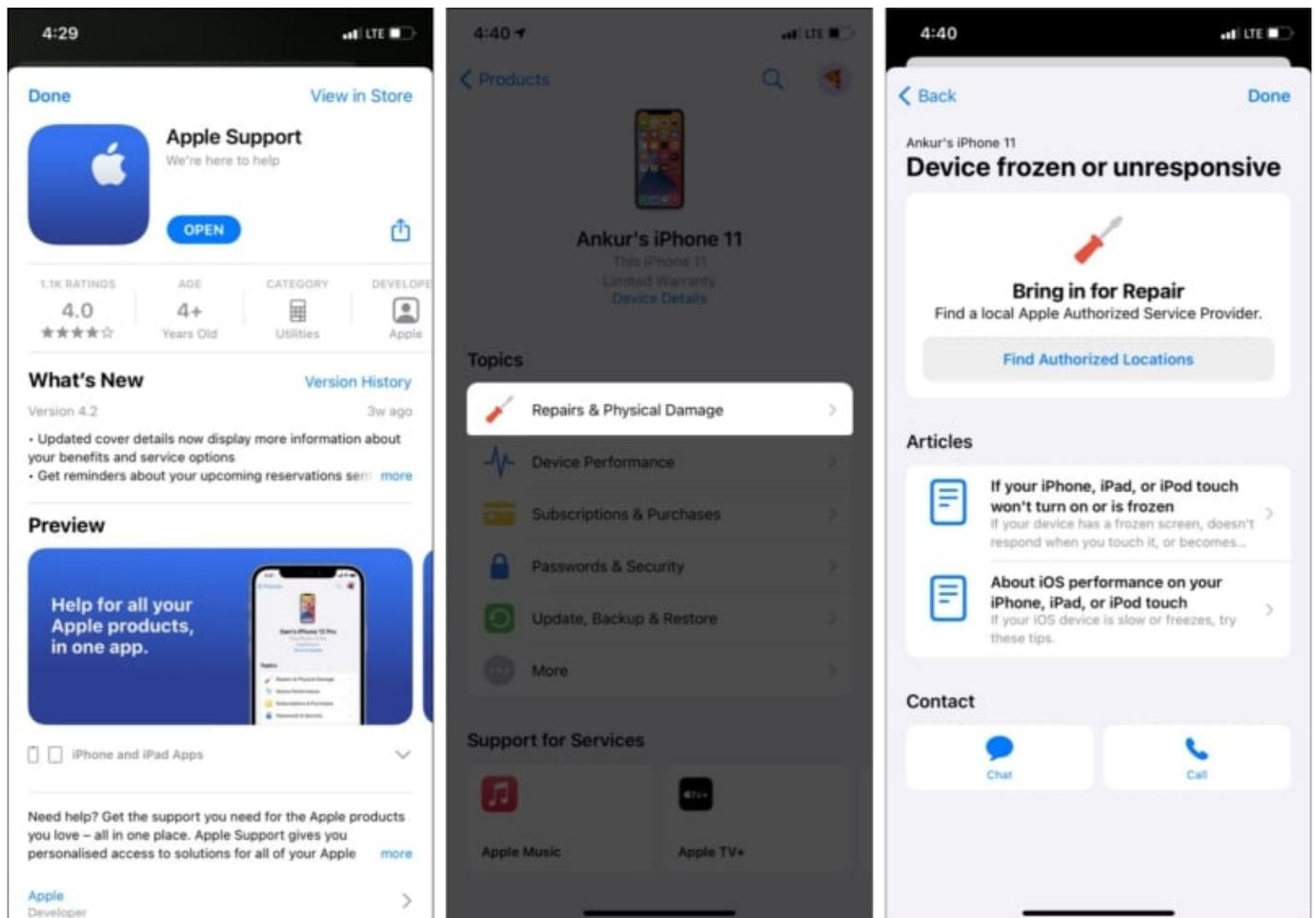
How to contact Apple Support on Twitter

You can tweet your problem and tag **@AppleSupport**. In a few hours, they will most likely reply and ask you to move to Twitter Direct Message or help you with support articles.
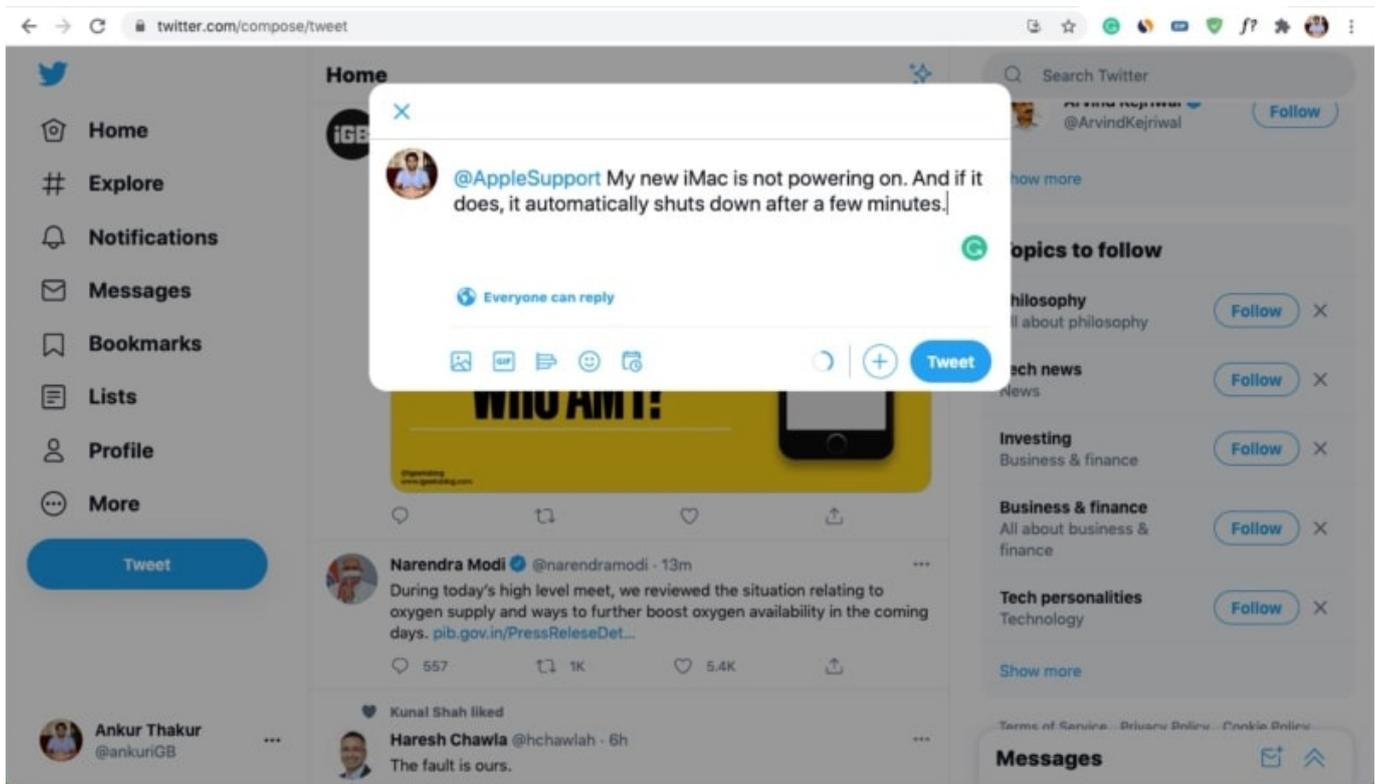
Alternatively, you may also open [Apple Support's Twitter profile](#) and directly send a private Twitter message from there.

How to make an appointment at Apple Store

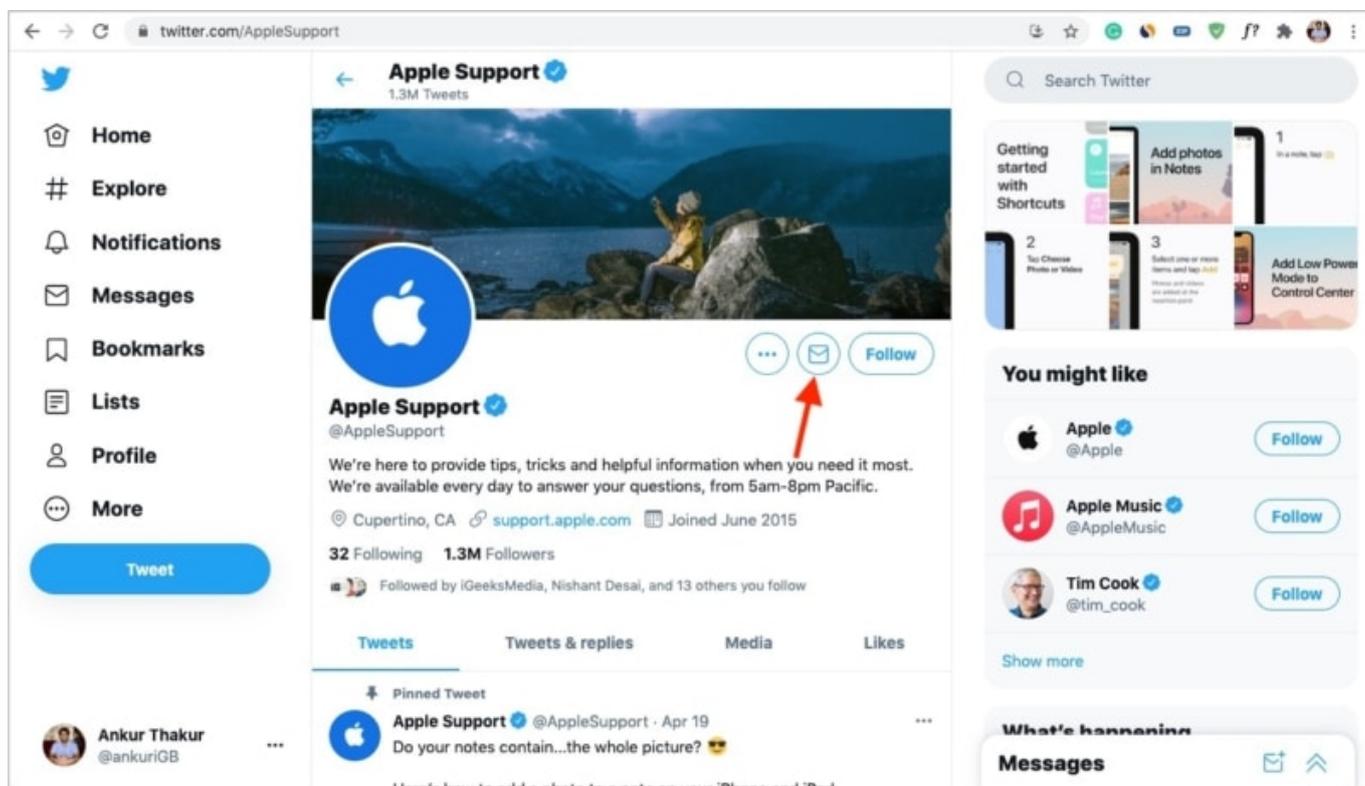If your device needs repair or physical inspection, it is recommended that you set up an appointment at the Apple Store (Genius Support as they like to call) or one of the local/nearby Apple-authorized service centers. You can use the web to set up an appointment or the Apple Support app.

Using the Apple Support app

1. Open the app and select your device by tapping **<Products**.
2. Under *Topics*, choose the appropriate option. Usually, hardware and damage issues are worthy of an in-store visit.
3. Select an option, and after a few seconds, you will see an option to '**Bring in for Repair**.' Tap **Find Authorized Locations**.
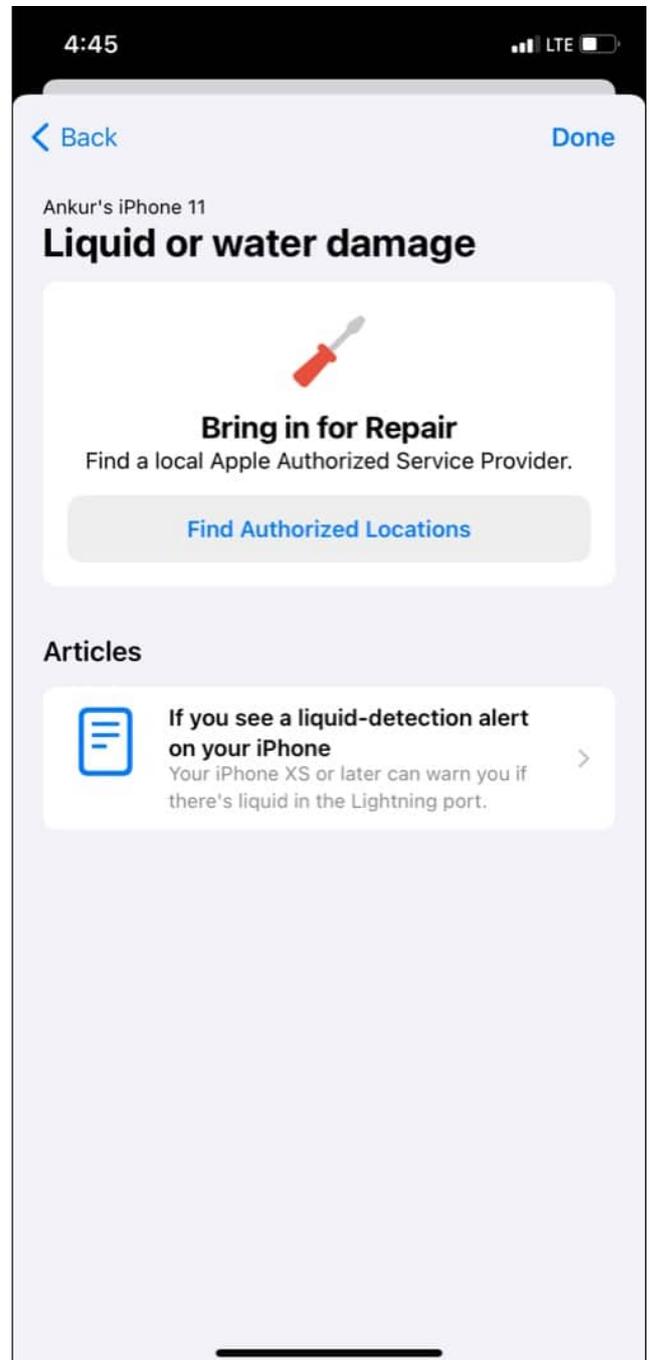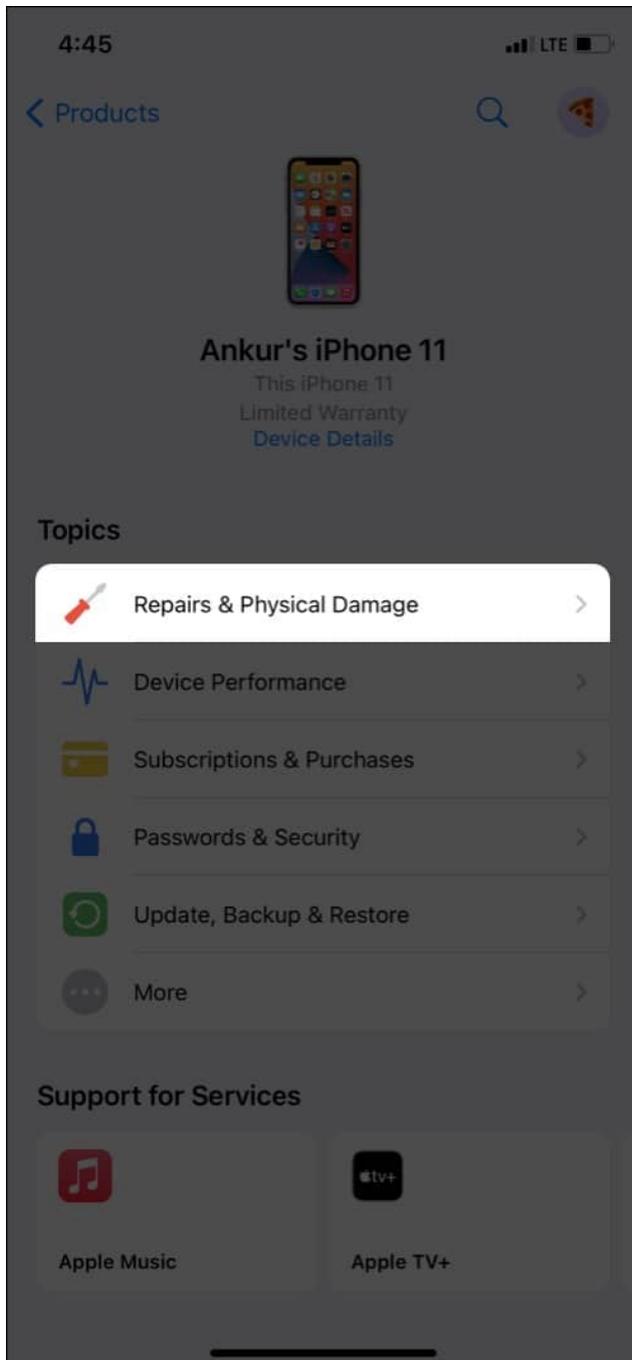
4. Give the app **location access** or manually enter the **ZIP code**.
5. Next, select the Apple or Apple-authorized shop, choose the date and time, enter your phone number and other details if asked, and reserve your spot.
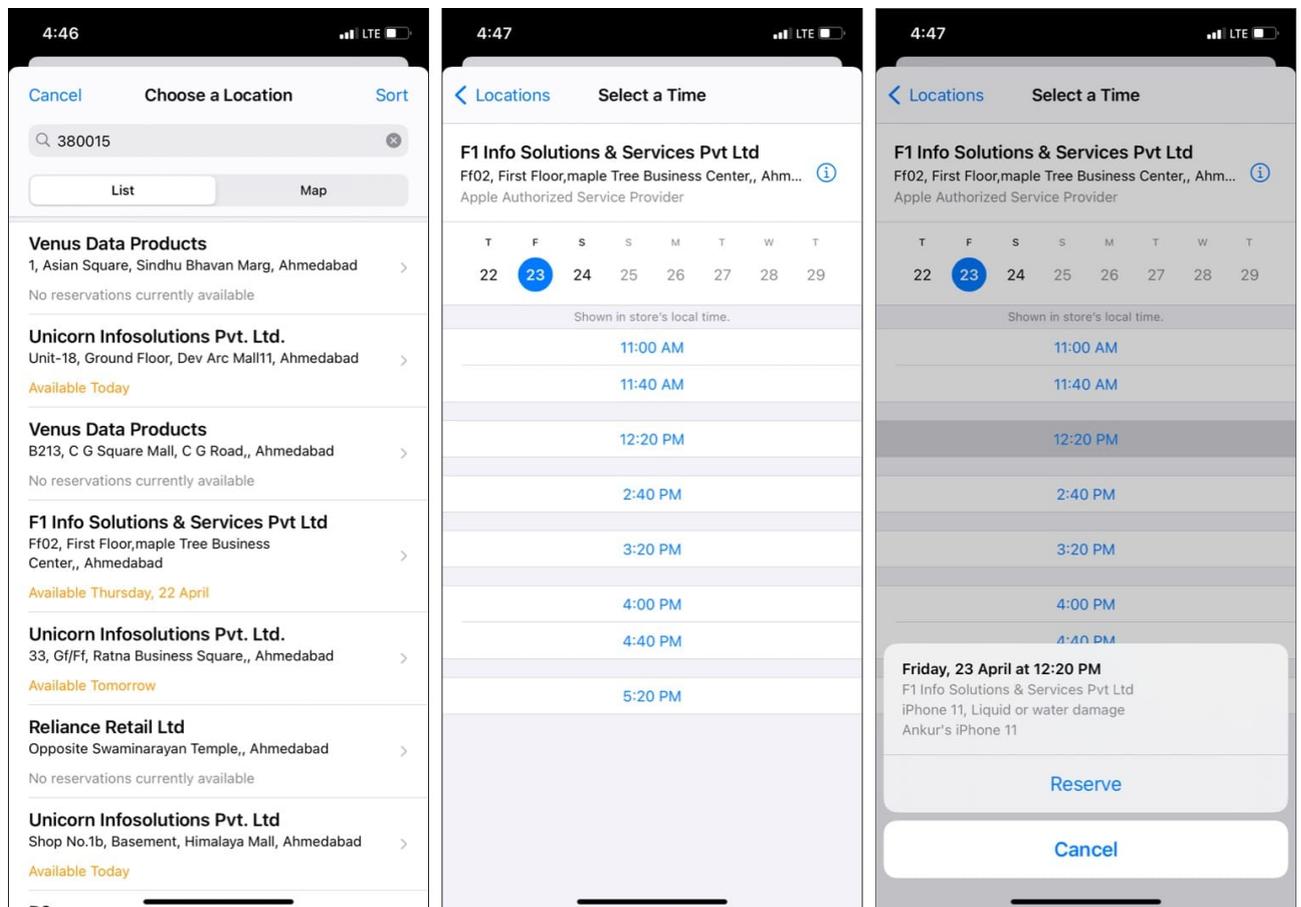
Via the web

1. Visit GetSupport.Apple.com, select your device, and follow the instructions.
2. Next, choose the problem – for example, **Hardware Issues**.
3. When you are presented with 'How would you like to get help?' choose to **Bring in for Repair**.
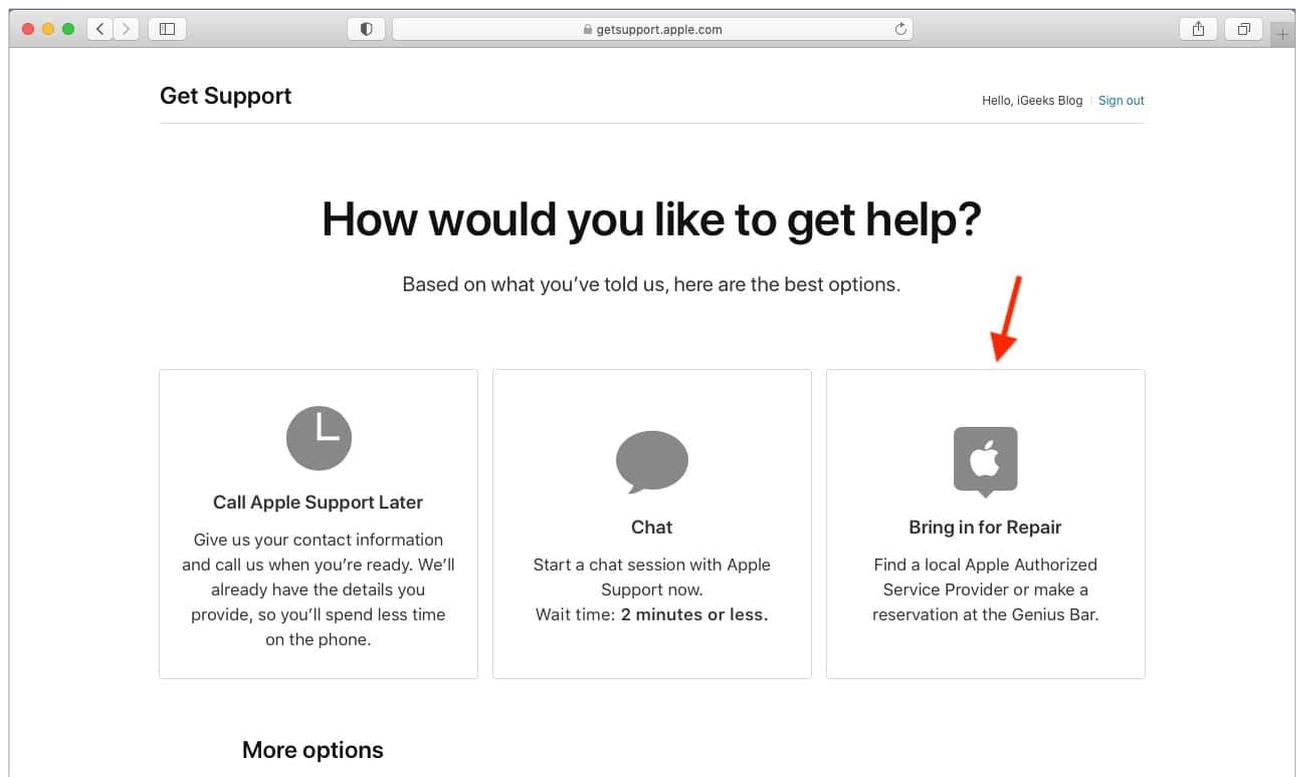
4. Enter your ZIP code or use your current location.
5. Choose the convenient Apple Store or Apple Authorized Service Provider.
6. Set the date and time, and you are done!

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Availability | Distance

Mikes Tech Shop	0.7 mi
New York	
Available today, 10:20 AM	

Apple West 14th Street	0.8 mi
New York	
Available today, 11:00 AM	

iStore By St Moritz	1.1 mi
New York	
Available today, 10:20 AM	

|	
Apple Grand Central	1.2 mi
New York	
Available today, 8:15 AM	

Apple Fifth Avenue	1.6 mi
New York	
Available today, 12:45 PM	

Apple SoHo	1.8 mi
New York	
Available today, 1:45 PM	

Apple Upper West Side	1.9 mi
New York	
Available tomorrow, 10:45 AM	

Apple Upper East Side	2.4 mi

Mikes Tech Shop   0.7 mi
Apple Authorized Service Provider
120 W 20th St Ground Fl
New York, NY 10011-3664
212-924-6453
Website ›   Get Directions ›

Thu | Fri | Sat | Sun | Mon | Tue | Wed
22 | 23 | 24 | 25 | 26 | 27 | 28

10:00 AM

10:20 AM

10:40 AM

11:00 AM

Get Support

Hello, iGeeks Blog   Sign out

✓

Your reservation is confirmed.

Add to calendar ›

|	
What:	Repair Reservation
Why:	iMac (21.5-inch, Late 2013), Cracked screen or display
When:	Saturday, April 24, 2021 at 10:00 a.m.
Where:	Mikes Tech Shop
Case ID:	1013

⊕ Add a Comment

Reschedule | Cancel

How to find your local Apple Store and visiting hours

Want to visit your local store but do not know the timing? Just head over to Apple's [Find a Store page](#).

Here, enter your ZIP code or location. You may also use the store name if you know it. On the results page, you will see 'Opens at 10:00 am' (or the respective store time). To see the Apple Store address, phone number, directions, full week's store hours, and more, click one of the store names.
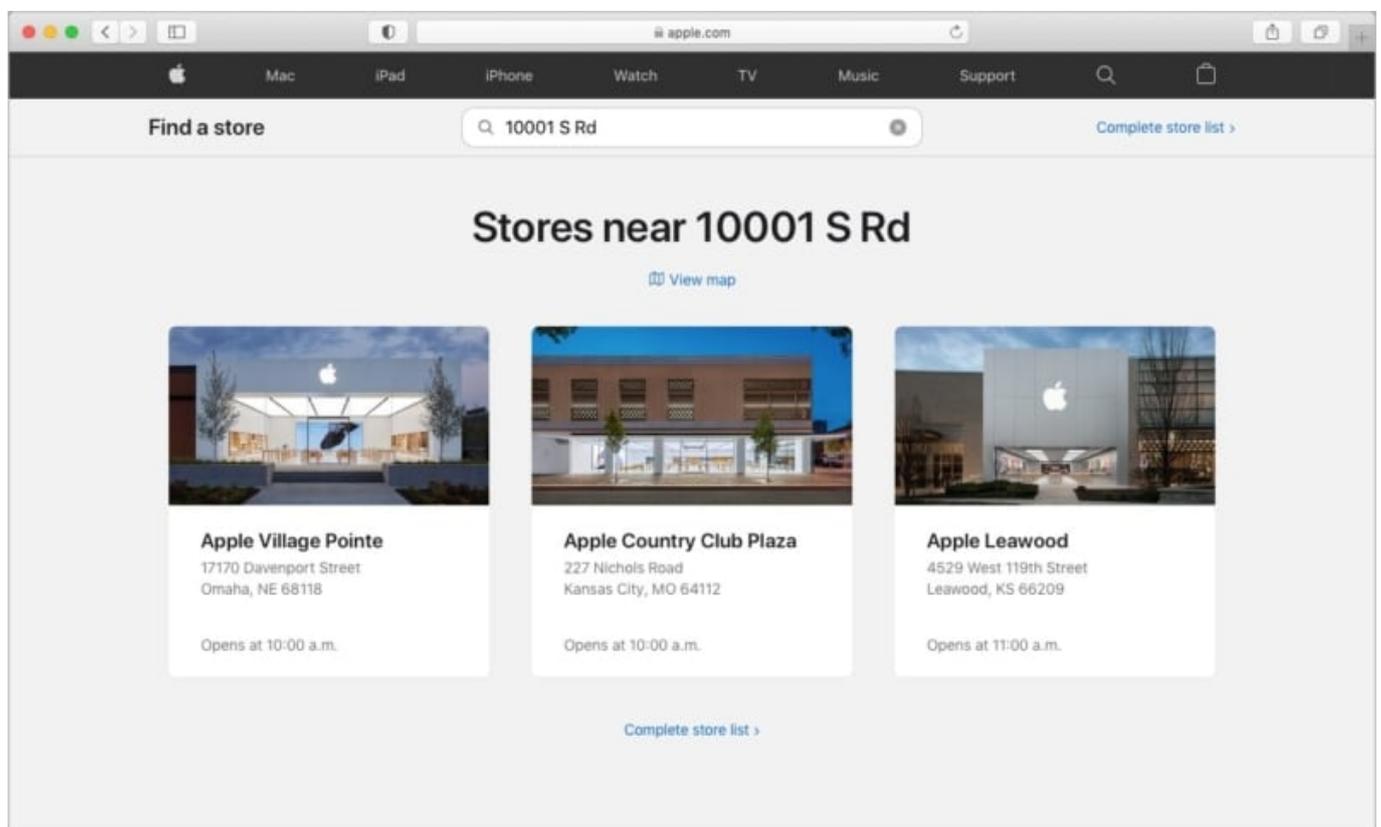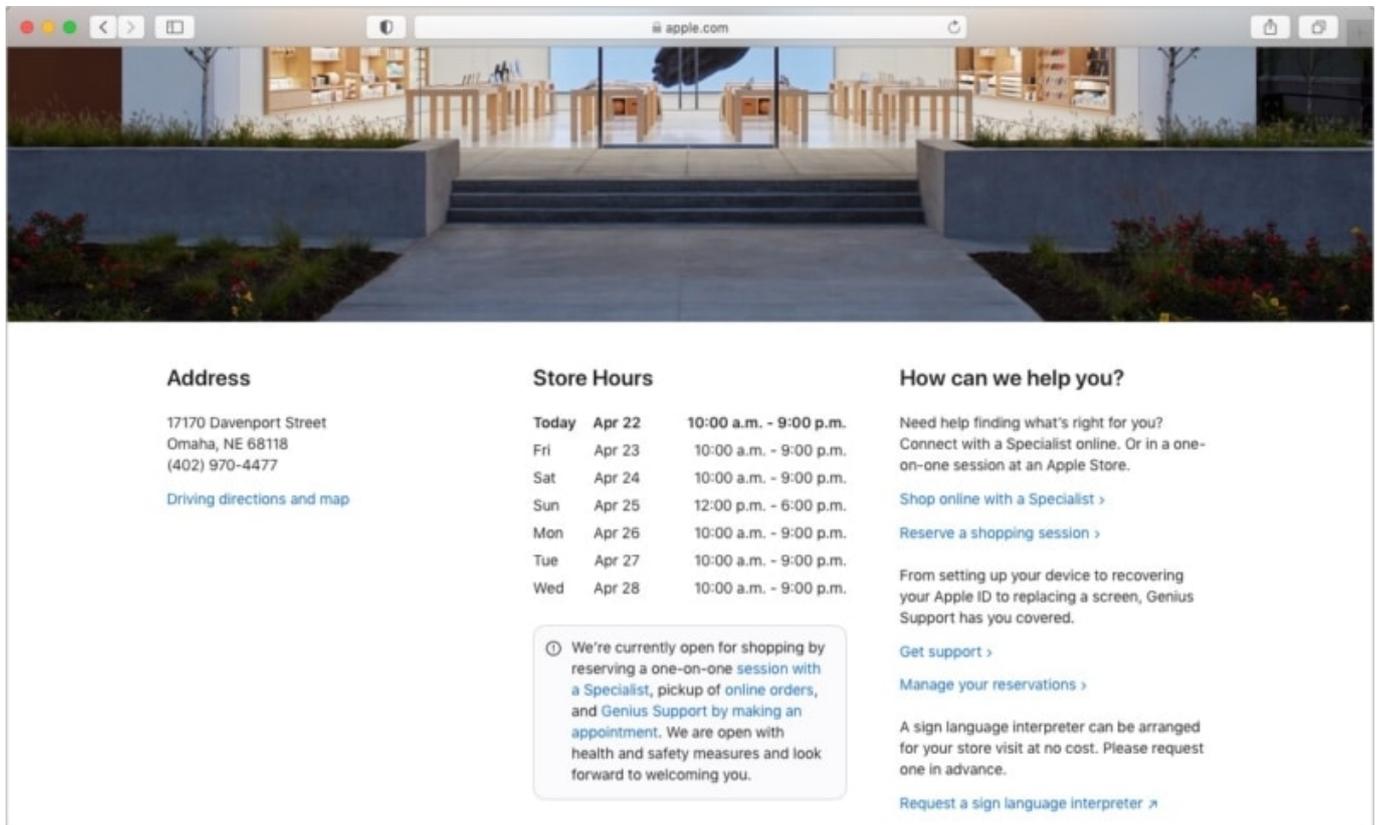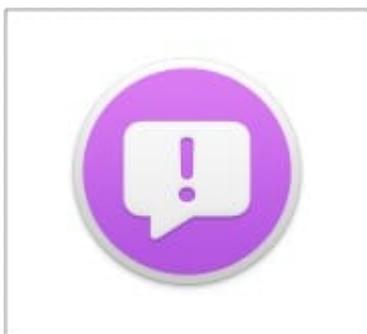
Tip: Do not know which product to buy or need one-on-one in-store assistance? You can request to '[Shop with a Specialist](#).'

How to send feedback to Apple

Despite turning off comments on all its YouTube videos, Apple is open to feedback.

If you use the beta version of iOS, iPadOS, or macOS, a **Feedback app** comes along with it. You can use it to inform them about bugs, etc.

For regular users, just head over to [Apple's Feedback page](#) and have your say. Most likely, you won't get a reply from Apple, but they do claim to read all feedbacks.

This is how you can contact Apple Support to get your problems solved. I hope this article helped you.

Tip: Some businesses, including Apple, can also provide certain help (for example, related to [Apple Card](#)) via iMessage [Business Chat](#).

You may also like to read:

- [What iPhone model do I have? Find your iPhone model](#)
- [Is AppleCare worth it? A detailed guide with pricing](#)
- [How to install Git on Mac (3 Easy methods)](#)
- [How to transfer your AppleCare plan](#)