

You are chatting with Kristy C, an Apple Expert

- Hi, my name is Kristy C. Welcome to Apple!
- **You:** Hi Kristy
- **Kristy C:** Good afternoon.
- **Kristy C:** Would you like some assistance with your shopping?
- **You:** I have a MacBook Pro that I purchased in Feb 2008 (15")
- **Kristy C:** How may I help you today?
- **You:** Will the Apple LED Cinema Display (24" flat panel) work with it?
- **Kristy C:** I am sorry but there is not an adapter for the 24" to connect to your Mac.
- **Kristy C:** It is currently for the new notebooks only.
- **You:** What is the point of that?
- **Kristy C:**  
You can go to [www.apple.com/feedback](http://www.apple.com/feedback) and let us know you would like to see an adapter for it.
- **You:** I have an order on the way to me now, can I refuse it?
- **Kristy C:** Yes, you can.
- **Kristy C:** Or you can call Customer Service and arrange for the return.
- **Kristy C:**  
Please contact Customer Service at 1-800-676-2775. They are open from 8a-11p EST M-F and 10a-7p S-S . Customer Service will be able to better assist you with your order!
- **You:** Will there be a restocking fee?
- **Kristy C:** Only for opened items.
- **You:**

Can the Apple Store Website be updated to make it crystal clear that this display will not work with anything but the newest laptops?

- **Kristy C:** It is on the site, but perhaps not large enough.
- **You:**  
My laptop is still "new" to me; and to have it be out-dated and unsupported already is alarming.
- **You:**  
Size isn't the issue. It needs to explicitly say that it will "NOT WORK" with any previous generation other than the Aluminum Uni-body.
- **Kristy C:** The display can be used with the notebooks if there was an adapter.
- **Kristy C:** Currently, there is not an adapter.
- **You:** Why would Apple not launch this product with said adapter?
- **Kristy C:**  
It is a great opportunity for a third party vendor. The display was launched for use with the new notebooks.
- **You:**  
I strongly question the company's logic on the launch of this product as well as the lack of clear definition that this is used ONLY for the newest generation (unless you use a non-existent adapter).
- **Kristy C:**  
Please contact customer service to have your order returned. I apologize for the inconvenience. You can contact Apple at [www.apple.com/feedback](http://www.apple.com/feedback) or [www.apple.com/contact](http://www.apple.com/contact) as Apple does take your concerns seriously.
- **You:** Do you know if such an adapter is expected in the near future?
- **Kristy C:**  
I learn about new products as soon as Apple announces them or they appear on our site from other vendors.
- **Kristy C:**

But I encourage everyone to leave feedback on the feedback site. The more people who want an adapter, the better.

- **You:** I realize that it's not your fault and there's really nothing you can do, but the lack of perspective on this by the company is astounding. To require "enough" feedback to offer an adapter for a product to function with millions of existing users really blows me away.
- **Kristy C:** I understand it is frustrating. Please contact customer service.
- **Kristy C:**  
I haven't heard from you for a few moments. Would you like to continue chatting?
- **You:** There's not much you can really do for me at this point.
- **Kristy C:** I do apologize.
- **Kristy C:**  
Thank you for visiting the Apple Store. We appreciate your business. If you would like more help, please chat with us again.