



Apple Vision Pro Purchasing Guide

Instructions for Customer Orders

Thank you for your interest in purchasing Apple Vision Pro from CDW. Because each Apple Vision Pro is customized for every end user, it's important that the ordering process is followed step by step. This guide will help you ensure that every Apple Vision Pro is personalized and the correct bespoke model is ordered for each of your intended end users.

Ordering Process

The steps below will guide you through the ordering process for buying directly from CDW.

Step 1: Get Every End User Properly Fitted

Every Apple Vision Pro delivers a personalized fit. So each end user will need to go through a customized fitting process to match the contours of their face and head for the best possible Apple Vision Pro experience.

1. Your end users should download the [Apple Vision Pro Fit App](#) from the App Store, and then complete the fitting process within the app. *An iPhone with FaceID is required to use the Apple Vision Pro Fit App.*
2. Once employees complete the required steps using the Apple Vision Pro Fit App—including any specialized [Zeiss Optical Insert](#) needs—an email with their personalized fit and corresponding part number will be generated based on their specific measurements. *All Zeiss Optical prescription inserts must be purchased separately from the [Apple store website](#) or app.*

Step 2: Collect Part Numbers and Storage Sizes for End User Orders

After your end users complete the fitting process and receive their personalized emails from Apple, collect that information, including a list that states each individualized part number.

1. Apple Vision Pro is available in 256GB, 512GB, and 1TB storage options. End users can select their preferred capacity in the Apple Vision Pro Fit App. If a different capacity is needed, the Fit summary email, sent after completing the fitting process, includes part numbers for alternative storage options and replacement accessories, such as bands and light seals.
2. It is recommended to maintain a list of individual end user part numbers to ensure the correct Apple Vision Pro device is properly distributed to each user.

Step 3: Place the Order

After your end users have completed their personalized fit and each part number has been collected, contact your CDW Account Manager and provide them with the part numbers and the quantities for each Apple Vision Pro device. Apple Vision Pro and all associated accessories are non-returnable. Please ensure that steps 1 and 2, which validate sizing and storage, are completed before submitting your request to your CDW Account Manager.

Step 4: Monitor the Order Status

Your Account Manager will send you a quote or an order acknowledgement. If you still have questions about ordering, contact your CDW Account Manager.

As a reminder Apple Vision Pro and all associated accessories are non returnable products.

Service for Apple Vision Pro is only available at Apple Stores and Apple Contact Centers in countries and regions where the product is sold.

Resources:

[Guidelines for Optical Zeiss Inserts](#)

[AppleCare for Apple Vision Pro](#)

[Vision Pro vision prescription / conditions](#)



Scan to Download
Apple Vision Pro Fit App

Requires iPhone with Face ID