

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF FLORIDA

Case No.: _____

JOHN PAUL MAC ISAAC,

Plaintiff,

v.

TWITTER, INC.,
a Delaware Corporation,

Defendant.

_____ /

COMPLAINT FOR DEFAMATION

COMES NOW, PLAINTIFF JOHN PAUL MAC ISAAC (hereinafter, "Plaintiff"), by and through undersigned counsel hereby sues DEFENDANT TWITTER, INC. (hereinafter, "Defendant") for defamation for making false and damaging statements and alleges as follows:

A. PARTIES, JURISDICTION & VENUE

1. This is an action for Defamation (Libel Per Se) and damages in excess of fifteen thousand and 00/100 dollars (\$15,000.00).

2. Plaintiff JOHN PAUL MAC ISAAC is an individual over the age of 18 who is *sui juris* and resides in Wilmington, Delaware.

3. Defendant TWITTER, INC. is a Delaware corporation with an office in Dade County, Florida.

4. This court has diversity jurisdiction over this matter pursuant to 28 U.S.C. §1332.

5. Personal jurisdiction over the Defendant is appropriate in Florida because the Defendant maintains an office and performs substantial activities in the State of Florida.

6. Venue is proper in this District under 28 U.S.C. §§ 1391(b) and (c) because Defendant maintains an office in Dade County, Florida.

B. STATEMENT OF CASE

7. Plaintiff is a private citizen who resides in Wilmington, Delaware.

8. Plaintiff owned a small business named The Mac Shop, Inc. (the “Mac Shop”) which is a Delaware corporation.

9. Plaintiff was in the business of repairing Mac computers.

10. Defendant is a company that developed a social media platform used by more than 340 million people worldwide 78 million of whom purportedly reside in the United States of America. *See* Twitter Demographics as of October 28, 2020 from www.omnicoreagency.com attached as EXHIBIT A.

11. On or about April 12, 2019, Plaintiff was asked to recover information from a damaged Mac computer allegedly owned by Mr. Hunter Biden (“BIDEN”). Copy of Repair Authorization attached as EXHIBIT B.

12. On April 13, 2019, Plaintiff completed the recovery and called BIDEN to notify him of such and to request that he retrieve his recovered data.

13. On April 17, 2019, Plaintiff sent an electronic invoice to BIDEN in the amount of \$85.00. Copy of electronic invoice attached as EXHIBIT C.

14. Plaintiff reached out to BIDEN at least one more time thereafter to request that he pay his invoice and retrieve his hard drive.

15. BIDEN never returned to the Mac Shop to retrieve his hard drive nor did he pay his invoice.

16. Pursuant to the terms of the Repair Authorization signed by BIDEN, “[c]quipment left with the Mac Shop after 90 days of notification of completed service will be treated as

abandoned and you agree to hold the Mac Shop harmless for any damage or loss of property.” See

EXHIBIT B.

17. Between late July of 2019 and October 14, 2020, Plaintiff had multiple interactions with the Federal Bureau of Investigation and Mr. Robert Costello, Esquire (“COSTELLO”), attorney for Rudolph Giuliani, Esquire (“GIULIANI”).

18. On October 14, 2020, as a result of Plaintiff’s interaction with COSTELLO, the New York Post newspaper (“NY POST”) published an exposé about the contents of BIDEN’s hard drive after having received the information from GIULIANI.

19. Plaintiff was unaware that NY POST had information from the hard drive or that a story was going to be published.

20. Plaintiff did not want his name released to the public nor did he give authorization to GIULIANI, COSTELLO, or the NY POST to release his name.

21. NY POST, as part of its exposé and without the consent of Plaintiff, published a photo of Plaintiff’s business thereby notifying the public where BIDEN had dropped off his laptop.

22. On October 14, 2020, Defendant locked the NY POST’s account as it attempted to post and disseminate its exposé on the social media platform provided by Defendant.

23. In addition to locking the NY POST’s account, Defendant published that it was doing so because the NY POST’s story violated Defendant’s rules against “distribution of hacked material.” See notifications directly related to the NY POST story attached as EXHIBIT D.

24. Further actions taken by Defendant in response to the NY POST’s story included limiting the distribution of the story by others on their platform, as well.

25. Defendant’s false and negligent statements about Plaintiff include:

- a. Locking the NY POST account to prevent dissemination of the material;

- b. Posting the reason for the locked account as it being in violation of Defendant's "hacked material" rules; and
- c. Preventing other users on its social media platform from disseminating the story.

26. Defendant's Distribution of Hacked Materials Policy ("Hacked Materials Policy") defines a "hack" as "an intrusion or access of a computer, network, or electronic device that was unauthorized or exceeded authorized access. See copy of Defendant's Distribution of Hacked Material's Policy attached as EXHIBIT E.

27. The Hacked Materials Policy further defines "hacked materials" as "information obtained through a hack."

28. Defendant's actions and statements had the specific intent to communicate to the world that Plaintiff is a hacker.

29. According to Merriam-Webster, a "hacker" is "a person who illegally gains access to and sometimes tampers with information in a computer system."

30. The term "hacker" is widely viewed as disparaging, particularly when said about someone who owns a computer repair business.

31. Plaintiff is not a hacker and the information obtained from the computer does not hacked materials because Plaintiff lawfully gained access to the computer, first with the permission of its owner, BIDEN, and then, after BIDEN failed to retrieve the hard drive despite Plaintiff's requests, in accordance with the Mac Shop's abandoned property policy.

32. Plaintiff, as a direct result of Defendant's actions and statements, is now widely considered a hacker and, on the same day Defendant categorized the Plaintiff as a hacker, Plaintiff began to receive negative reviews of his business as well as threats to his person and property. *See* Yelp reviews attached as EXHIBIT F and personal threats attached as EXHIBIT G.

33. Further evidence of the harm suffered by Plaintiff as a direct result of Defendant's false statements is that the Plaintiff had to close his business.

34. Defendant acted with malicious intent to harm the Plaintiff by publishing its defamatory statement.

C. COUNT 1: LIBEL PER SE

35. Plaintiff incorporates by reference all allegations contained in Paragraphs 1 – 34.

36. Defendant, through its platform, has made false statements that the materials obtained by NY POST from GIULIANI, which originally came from the Plaintiff, constitutes hacked materials thereby categorizing the Plaintiff as a hacker.

37. Defendant made the false statements with the malicious intent to harm the Plaintiff or, alternatively, with reckless disregard for the harm the false statements would cause to the Plaintiff.

38. Defendant, through its website, published and/or communicated the falsehoods to third parties.

39. Defendant knew such false statements would likely result in material and substantial defamation to Plaintiff and his business practices.

40. Defendant intended to harm the Plaintiff with the false statements.

41. Defendant's false statements impute to the Plaintiff conduct, characteristics, and/or conditions incompatible with the proper exercise of Plaintiff's lawful business, trade, and/or profession.

Prayer for Relief

WHEREFORE, the Plaintiff JOHN PAUL MAC ISAAC prays for judgment against the Defendant TWITTER, INC. as follows:

- (a) Awarding Plaintiff all compensatory damages including consequential and incidental damages as a result of Defendant's wrongdoing in an amount to be determined at Trial.
- (b) Award punitive damages to Plaintiff in an amount equal to Five Hundred Million Dollars (\$500,000,000.00).
- (c) Awarding Plaintiff all attorneys' fees and costs associated with litigating this case.
- (d) Requiring Defendant to make a public retraction of all false statements.
- (e) Such further relief as this Court deems just and proper.

D. DEMAND FOR A JURY TRIAL

Plaintiff prays for a Jury Trial on all issues so triable.

Date: December 28, 2020

Respectfully submitted,



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Motion to Appear Pro Hac Vice to be filed

Attorneys for John Paul Mac Isaac

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS

JOHN PAUL MAC ISAAC

(b) County of Residence of First Listed Plaintiff New Castle Co. DE
(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)

Wesley R. Harvin II, Harvin & Harvin LLP, 900 E Ocean
Blvd Ste 210B, Stuart FL 34994 (772)286-3630

DEFENDANTS

TWITTER, INC.

County of Residence of First Listed Defendant Dade County, FL
(IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF
THE TRACT OF LAND INVOLVED.

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- ☐ 1 U.S. Government Plaintiff
☐ 2 U.S. Government Defendant
☐ 3 Federal Question (U.S. Government Not a Party)
☒ 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff, and One Box for Defendant)

- | | PTF | DEF | | PTF | DEF |
|---|---------------------------------------|----------------------------|---|----------------------------|---------------------------------------|
| Citizen of This State | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Incorporated or Principal Place of Business In This State | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| Citizen of Another State | <input checked="" type="checkbox"/> 2 | <input type="checkbox"/> 2 | Incorporated and Principal Place of Business In Another State | <input type="checkbox"/> 5 | <input checked="" type="checkbox"/> 5 |
| Citizen or Subject of a Foreign Country | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Foreign Nation | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |

IV. NATURE OF SUIT (Place an "X" in One Box Only)

Click here for: Nature of Suit Code Descriptions.

CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES	
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excludes Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	PERSONAL INJURY <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input checked="" type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <input type="checkbox"/> 362 Personal Injury - Medical Malpractice	PERSONAL INJURY <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 367 Health Care/Pharmaceutical Personal Injury Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	<input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 690 Other LABOR <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Management Relations <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 751 Family and Medical Leave Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Employee Retirement Income Security Act IMMIGRATION <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 465 Other Immigration Actions	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 835 Patent - Abbreviated New Drug Application <input type="checkbox"/> 840 Trademark <input type="checkbox"/> 880 Defend Trade Secrets Act of 2016 SOCIAL SECURITY <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) FEDERAL TAX SUITS <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609	<input type="checkbox"/> 375 False Claims Act <input type="checkbox"/> 376 Qui Tam (31 USC 3729(a)) <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input type="checkbox"/> 480 Consumer Credit (15 USC 1681 or 1692) <input type="checkbox"/> 485 Telephone Consumer Protection Act <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 850 Securities/Commodities/Exchange <input type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 896 Arbitration <input type="checkbox"/> 899 Administrative Procedure Act/Review or Appeal of Agency Decision <input type="checkbox"/> 950 Constitutionality of State Statutes
REAL PROPERTY <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	CIVIL RIGHTS <input type="checkbox"/> 440 Other Civil Rights <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 448 Education	PRISONER PETITIONS Habeas Corpus: <input type="checkbox"/> 463 Alien Detainee <input type="checkbox"/> 510 Motions to Vacate Sentence <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty Other: <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition <input type="checkbox"/> 560 Civil Detainee - Conditions of Confinement			

V. ORIGIN (Place an "X" in One Box Only)

- ☒ 1 Original Proceeding
☐ 2 Removed from State Court
☐ 3 Remanded from Appellate Court
☐ 4 Reinstated or Reopened
☐ 5 Transferred from Another District (specify)
☐ 6 Multidistrict Litigation - Transfer
☐ 8 Multidistrict Litigation - Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):
 28 U.S.C. 1332
 Brief description of cause:
 Libel per se

VII. REQUESTED IN COMPLAINT:

☐ CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.
 DEMAND \$ 5500M
 CHECK YES only if demanded in complaint:
 JURY DEMAND: ☒ Yes ☐ No

VIII. RELATED CASE(S) IF ANY

(See instructions):

JUDGE

DOCKET NUMBER

DATE

SIGNATURE OF ATTORNEY OF RECORD

FOR OFFICE USE ONLY

RECEIPT # AMOUNT APPLYING IFP JUDGE MAG. JUDGE

AO 440 (Rev. 06/12) Summons in a Civil Action

UNITED STATES DISTRICT COURT

for the

Southern District of Florida



JOHN PAUL MAC ISAAC,

Plaintiff(s)

v.

TWITTER, INC.,
a Delaware Corporation,

Defendant(s)

Civil Action No.

SUMMONS IN A CIVIL ACTION

To: *(Defendant's name and address)*

TWITTER, Inc., a Delaware Corporation
78 SW 7th Street
Miami, FL 33130-3402

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:

Wesley R. Harvin II, JD, LLM
Harvin & Harvin LLP
900 E Ocean Blvd Ste 210B
Stuart, FL 34994

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

CLERK OF COURT

Date: _____

Signature of Clerk or Deputy Clerk



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Twitter by the Numbers: Stats, Demographics & Fun Facts

🕒 Last updated: Oct 28, 2020



Categories

- Analytics
- Content Marketing
- Conversion Optimization
- Email Marketing
- Guides
- Infographics
- News
- PPC
- SEO
- Social Media
- Statistics

Company Info

URL: <https://twitter.com/>

Founded on: March, 2006

CEO: Jack Dorsey

Headquarters: San Francisco, CA

Employees: 4800 (source)



Twitter Statistics

Total Number of Twitter Users:

340 million (source)

Last updated: 10/10/2020

Total Number of Monetizable Daily Active Users:

186 million (source)

Last updated: 10/10/2020

Total Number of Tweets Sent per Day:

500 million (source)

Last updated: 10/10/2020

Ad Revenue from Twitter in the U.S. in 2020:

\$1.62 billion (source)

Last updated: 10/10/2020

Number of U.S. Adults Who Use Twitter:

one in five (source)

Last updated: 10/10/2020

Twitter Demographics

- 24% of all U.S. Twitter users are males, whereas 21% of U.S. Twitter users are females.
- 22% of U.S. adults use Twitter.
- 24% of All Internet male users use Twitter, whereas 21% of All Internet Female users use Twitter.
- There are 262 million International Twitter users (users outside the U.S.).
- Roughly **42% of Twitter users** are on the platform daily.
- The U.S. accounts for just 36 million monetizable daily active Twitter users.
- 32% of U.S. Twitter users have higher college degrees.
- The total number of Twitter users in the UK is 15.25 million.
- 38% of U.S. Twitter users are between the ages of 18 and 29, 26% of users are 30-49 years old.
- 77% of Americans who earn \$75,000 or more use Twitter.
- 80% of Twitter users are **affluent millennials**.

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November 11, 2020

Snapchat by the Numbers: Stats, Demographics & Fun Facts

October 28, 2020

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October 28, 2020

Pinterest by the Numbers: Stats, Demographics & Fun Facts

October 27, 2020

Facebook by the Numbers: Stats, Demographics & Fun Facts

October 27, 2020

MORE STATS FROM:

- 93% of Twitter community members are open to brands getting involved, if done so in the right way.
- The top three countries by user count outside the U.S. are Japan (49.1 million users), India (17 million), and Brazil (15.7 million).
- 80% of Twitter users accessing the platform on a mobile device, and 93% of video views are on mobile.

Twitter Financials

- Twitter's total revenue in Q2 2020 reached \$683 million.
- Advertising revenue in Q2 2020 totaled \$562 million, a decrease of 22% year-over-year.
- Cost per engagement (CPE) decreased by 25% in Q2 2020.
- Twitter had an operating loss of \$124 million in Q2 2020.
- Twitter is currently valued at \$36.48 billion.

Fun Facts

- Twitter users are 38% more likely to post opinions about brands and products than other social media users.
- 71% of Twitter users say they use the network to get their news.
- 85% of small and medium business users use Twitter to **provide customer service**.
- 93% of Twitter community members are open to brands getting involved if done so in the right way.
- Tweets with GIFs get 55% more engagement than those without. However, only 2% of Tweets contain GIFs.
- Twitter hosted 1,300 live-streamed events, 80% of which streamed to a global audience.
- Twitter's timeline generates +31% higher emotional connection and +28% higher levels of memorability versus the social media average.
- As of December 31, 2019, there were more than 1,700 Topics that people could follow in six languages.
- 92.23 percent of UN member countries had some Twitter presence. Overall, 95 percent of G20 countries were active on Twitter.
- Barack Obama is currently the most followed account on Twitter with over 118 million followers.
- Watch time on Twitter has increased 72% year-over-year.
- People spend 26% more time viewing ads on Twitter than on other leading platforms.
- Twitter is the preferred social network for news consumption.
- **Twitter app** got 11.7 million downloads for AppStore.

- Daily limit of tweets is 2,400 per day.
- Most used emoji in tweets is “Face with Tears of Joy” (used more than 3 billion times.)

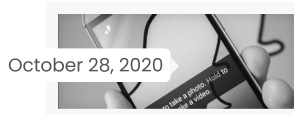
Note: Please link back to [OmnicoreAgency.com](https://www.omnicoreagency.com) and this page when you reference/quote the statistic.



Salman Aslam

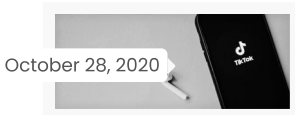
Salman Aslam is the Founder & CEO of Omnicore, a leading Healthcare Digital Advertising & Marketing Agency helping clients across the globe. You can follow him on Twitter for tweets and rants about latest news, tips and advice on digital marketing.

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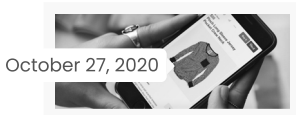
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About Omnicore

Omnicore is a Healthcare Digital Marketing Agency specializing in all facets digital marketing: search, social, PPC, and PR to help grow healthcare practitioners and multi-specialty medical groups.

We are part of the Omnicore Group.

Company

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Contact

Omnicore Agency
e. info@omnicoreagency.com

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"We Fix Macs"

Quote #7469

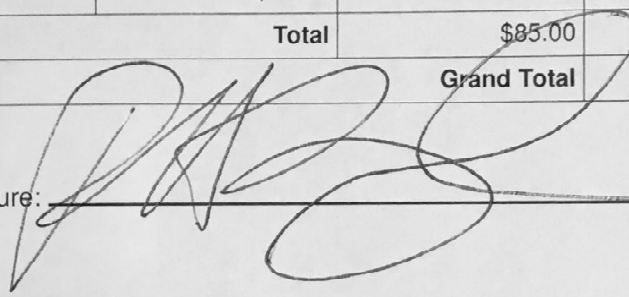
21a Trolley Square
 Wilmington DE 19806
 1-888-947-MACS (Phone)
 support@demacshop.com

Bill To:

Hunter Biden
 202-552-9396
 rhbdc@icloud.com

Data recovery for MacBook Pros: Attempt data recovery from 3 macbook pros. Recover data to store server and contact customer when complete.

Date: 4/12/19					
Qty	Item No.	Description	Unit Price	Extension	Total
1.00	Labor	Hardware Level 1	\$85.00	\$85.00	\$85.00
Total				\$85.00	\$85.00
Grand Total					\$85.00

Signature: 

The Mac Shop Inc. has quoted _____ business days for the completion of this repair. During this time unforeseen complications with parts and shipping can affect the time required to complete the repair. If a situation should arise that prevents the repair from being completed in the quoted time, The Mac Shop will provide an updated estimated time for completion. The Mac Shop Inc. is not liable for repairs completed outside of the quote and an exact completion date cannot be guaranteed.

Liability for damage to your computer is limited to any damage determined to be caused by the repair shop's negligent acts or omissions. This liability is limited to the total price of the repairs. Some upgrades and repairs will require updates to your system, The Mac Shop will assist in any applicable updates but it is the responsibility of the user to assure applications and software are current. The Mac Shop Understands that the most important component of your computer is your data and we will make every effort to back up and secure your data, however no data can be guaranteed.

Equipment left with the Mac Shop after 90 days of notification of completed service will be treated as abandoned and you agree to hold the Mac Shop harmless for any damage or loss of property. In the event of nonpayment, The Mac Shop reserves the right to remove any equipment or parts installed. A 60 day warranty is provided for all service and repair provided by The Mac Shop. We will happily demonstrate that the repair/upgrade is complete upon pickup of the upgrade or repair. This warranty excludes software, accidental damage, or any part not exchanged in the repair.

<input type="text" value="Search invoices"/>		All Invoices ▾		Export	Create Invoice
All Time ▾		Hunter Biden ✕			
Date	Customer	ID	Title	Status	Amount
04/17/20...	Hunter Biden	6077 Not viewed	The Mac Shop Inv...	Overdue By 582 ...	\$85.00 ...



English ▾

Warning: this link may be unsafe

<https://nypost.com/2020/10/14/email-reveals-how-hunter-biden-introduced-ukrainian-biz-man-to-dad/>

The link you are trying to access has been identified by Twitter or our partners as being potentially spammy or unsafe, in accordance with Twitter's [URL Policy](#). This link could fall into any of the below categories:

- malicious links that could steal personal information or harm electronic devices
- spammy links that mislead people or disrupt their experience
- violent or misleading content that could lead to real-world harm
- certain categories of content that, if posted directly on Twitter, are a violation of the [Twitter Rules](#)

[Back to previous page](#)

Ignore this warning and [continue](#)

Your account has been locked.



New York Post
@nypost

What happened?

We have determined that this account violated the [Twitter Rules](#). Specifically, for:

1. **Violating our rules against [distribution of hacked material](#).**
We don't permit the use of our services to directly distribute content obtained through hacking that contains private information, may put people in physical harm or danger, or contains trade secrets.



Twitter Safety  @TwitterSafety · Oct 14

We want to provide much needed clarity around the actions we've taken with respect to two NY Post articles that were first Tweeted this morning.

 20.1K
  8.4K
  16.4K
 



Twitter Safety  @TwitterSafety · Oct 14

The images contained in the articles include personal and private information — like email addresses and phone numbers — which violate our rules.



Private information policy

Posting another person's private and confidential information is a violation of the Twitter Rules. Learn ...

help.twitter.com

 1.5K
  1.3K
  5.9K
 



Twitter Safety  @TwitterSafety

Replying to [@TwitterSafety](#)

As noted this morning, we also currently view materials included in the articles as violations of our Hacked Materials Policy.



Distribution of hacked materials policy

We don't condone attempts to compromise or infiltrate computer systems for malicious purposes.

help.twitter.com

7:44 PM · Oct 14, 2020 · Twitter Web App

728 Retweets **340** Quote Tweets **5.5K** Likes



Distribution of hacked materials policy

Overview

October 2020

The use of hacks and hacking to exfiltrate information from private computer systems can be used to manipulate the public conversation, and makes all of us less secure online. We do not condone attempts to compromise or infiltrate computer systems. As such, we don't permit the use of our services to directly distribute content obtained through hacking by the people or groups associated with a hack. In addition, we may label Tweets containing or linking to hacked materials to help people understand the authenticity or source of these materials and provide additional context.

Note: Other portions of the Twitter Rules

(<https://help.twitter.com/rules-and-policies/twitter-rules>) may apply to material obtained through hacking, or to the actions of individuals associated with a hack. For example:

- Our private information policy (<https://help.twitter.com/rules-and-policies/personal-information>) covers the sharing of private information without consent, regardless of how the private information was obtained.
- Our private information policy (<https://help.twitter.com/rules-and-policies/personal-information>) also covers threats, bounties, or encouragement to expose someone's private information, including through hacking.
- Our non-consensual nudity policy (<https://help.twitter.com/rules-and-policies/intimate-media>) covers the sharing of intimate photos or videos of someone that were produced or distributed without consent.

What is in violation of this policy?

Feedback

We define a hack as an intrusion or access of a computer, network, or electronic device that was unauthorized or exceeded authorized access. Behaviors associated with the production of materials which would count as a hack under this policy include:

- Unauthorized access or interception, or access that exceeds authorization (for example, from an insider), to a computer, network or electronic device, including breaches or intrusions
- Disclosing materials accessed legitimately outside of approved systems or networks
- Disclosing materials where there is evidence that they were obtained through malware or social engineering

We use a range of evidence to establish that a hack has taken place, including reports from the victims of the hack, claims of responsibility by a hacker or hacking group, information provided by third parties (including law enforcement), our own systems and data where available and relevant, and other credible publicly-available information.

We define hacked materials as the information obtained through a hack. Information need not be personally-identifiable private information in order to qualify as hacked materials under this policy.

The distribution of materials includes:

- posting hacked content on Twitter (e.g., in the text of a Tweet, or in an image); and
- posting Tweets which include links to hacked content hosted on other websites.

Direct distribution of real or synthesized hacked materials

Under this policy, we do not allow the people or groups directly associated with a hack to use Twitter to distribute hacked materials.

The people or groups directly associated with a hack include:

- the hackers or hacking groups themselves
- the representatives (official or self-identified) of or proxies acting in direct coordination with the hackers or hacking groups
- the employers or funders of the hackers

Indirect distribution of real or synthesized hacked materials

Feedback

Under this policy, we may label or apply warning messages to Tweets containing or linking to real or synthesized hacked materials where these Tweets do not constitute direct distribution (as defined above).

What is not a violation of this policy?

We recognize that source materials obtained through leaks can serve as the basis for important reporting by news agencies meant to hold our institutions and leaders to account. As such, we defer to their editorial judgement in publishing these materials, and believe our responsibility is to provide additional context that is useful in providing clarity to the conversation that happens on Twitter.

In most cases, discussions of or reporting about hacking or hacked materials constitutes indirect distribution (unless the people or groups directly associated with a hack are responsible for the production of the discussions or reporting). In these cases, a violation of this policy would result in a label or warning message, not removal of the Tweet(s) from Twitter.

Additionally, this policy only addresses instances in which the materials themselves are being distributed — not discussions of or reporting about hacking which refer to but do not embed or link to the materials themselves. Tweets referring to a hack or discussing hacked materials would not be considered a violation of this policy unless materials associated with the hack are directly distributed in the text of a Tweet, in an image shared on Twitter, or in links to hacked content hosted on other websites.

Feedback

Who can report violations of this policy?

Anyone can report the distribution of materials obtained through hacking, whether they have a Twitter account or not. In some cases, we may need to hear directly from the owner of the information being shared (or an authorized representative, such as a lawyer) before taking enforcement action.

How can I report violations of this policy?

In-app

You can report this content for review in-app as follows:

1. Select **Report Tweet** from the ∨ icon.
2. Select **It's abusive or harmful**.
3. Select **Includes private information**.

4. Select the type of information that you're reporting.
5. Select the relevant option depending on who owns the information you are reporting.
6. Select up to 5 Tweets to report for review.
7. Submit your report.

Desktop

You can report this content for review via desktop as follows:

1. Select **Report Tweet** from the ∨ icon.
2. Select **It's abusive or harmful**.
3. Select **Includes private information**.
4. Select the type of information that you're reporting.
5. Select the relevant option depending on who owns the information you are reporting.
6. Select up to 5 Tweets to report for review.
7. Submit your report.

Feedback

You can also report this content for review via our private information report form (https://help.twitter.com/forms/private_information) by selecting the type of private information that you want to report.

What happens if you violate this policy?

Accounts engaged in the direct distribution of hacked materials which are found to be directly operated by hackers, hacking groups, or people acting for or on behalf of such hackers will be permanently suspended.

In cases where accounts engaged in the direct distribution of hacked materials are operated by proxies for hackers or hacking groups, but are not directly controlled by such hackers, we may require the deletion of specific Tweets that directly distribute hacked materials, or permanently suspend accounts for repeated violations.

If you believe that your account was locked or suspended in error, you can submit an appeal (<https://help.twitter.com/forms/general?subtopic=suspended>).

We will also block links to websites operated by the hackers, hacking groups, or people acting for or on behalf of such hackers which directly distribute hacked materials.

We may provide additional context on Tweets which indirectly distribute hacked materials (as defined above) where they appear on Twitter. This means we may:

- Apply a label and/or warning message to the content where it appears in the Twitter product;
- Show a warning to people before they share or like the content;
- Provide a link to additional explanations or clarifications, such as in a Twitter Moment or relevant Twitter policies.

Where we have evidence that a hack, or the distribution of hacked materials, was conducted or facilitated by a state-backed actor, or that the materials in question may be manipulated, we may also reduce the visibility of the content on Twitter and/or prevent it from being recommended.

Typically, we will take these actions on all Tweets engaging in indirect distribution of hacked materials, regardless of the author of the Tweet.

Additional resources

Learn more about our range of enforcement options

(<https://help.twitter.com/rules-and-policies/enforcement-options>).

and our approach to policy development and enforcement

(<https://help.twitter.com/rules-and-policies/enforcement-philosophy>).

Learn more about private information (<https://help.twitter.com/rules-and-policies/personal-information>) and our election integrity efforts

(https://about.twitter.com/en_us/values/elections-integrity.html).

Was this article helpful?^{*}



Submit

Feedback

tacos, cheap dinner, liv
Wilmington, DE

For Businesses Write a Review Log In Sign Up

Restaurants Home Services Auto Services More



This business is being monitored by Yelp's Support team for content related to media reports.

The Mac Shop ? Unclaimed

51 reviews Details

IT Services & Computer Repair Edit

Open 11:00 AM - 7:00 PM

Write a Review Add Photo Share Save

COVID-19 Updates Edit

Contact the business for more information about recent service changes.

Photos and Videos



See All 8

Review Highlights

- "My hard drive went on a 6 year old mac book, JP replaced it with a 500GB HD and transferred my data from a external HD." in 5 reviews
- "John Paul has always patiently helped me and gotten me back into usable states quickly and efficiently." in 6 reviews
- "I thought my 9 year old Macbook Pro was ready for retirement." in 3 reviews

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Dyson Service Center 57



Shabooboo R. said "First off, I have to say that I wasn't aware that this place even existed. I was having issues with my vacuum and knowing that I couldn't bring it back to Lowes for repair, I dropped it off at the place I found in Philly. This other..." [read more](#)
in Appliances & Repair, Appliances



Ladder Guy Installs ...
We bring hospital quality installs directly to your home. You never have to worry about cables hanging from your TV. Our basic package hides cables at no extra charge to the customer. [read more](#)
in Tv Mounting



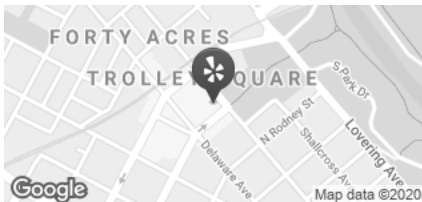
Philly Iphone Repair ...
★★★★★ 120
Muzammil Q. said "My son's iPhone fell into a saltwater swimming pool. After drying it for two days in rice and not being able to turn it on, I was sure that it was gone for good. I even arranged to sell it on gazelle as damaged when I found the..." [read more](#)
in Mobile Phone Repair, Mobile Phones, Electronics Repair

About the Business

The Mac Shop offers service and support to Mac users in the Wilmington area. We can assist with hardware upgrades and repairs, data migration and recovery, advanced networking, and training. Let us put our 15+ years of experience with Apple computers to work for you.

[Read more](#)

Location & Hours



21A Trolley Sq
Wilmington, DE 19806

[Get directions](#)

Mon 3:00 PM - 6:00 PM
Tue 11:00 AM - 7:00 PM **Open now**
Wed 11:00 AM - 7:00 PM
Thu 11:00 AM - 7:00 PM
Fri 11:00 AM - 7:00 PM
Sat 10:00 AM - 4:00 PM
Sun Closed

[Edit business info](#)

Amenities and More

✓ **Accepts Credit Cards**


Ask the Community

Yelp users haven't asked any questions yet about **The Mac Shop**.

Ask a Question

Recommended Reviews

Sort by **Yelp Sort** ▾



Start your review of **The Mac Shop**.



Michelle H.
Owatonna, MN
0 friends
12 reviews

★★★★★


10/15/2020

Look at all the infantile haters, liberals that want to tank a business because they don't want any negative news about their racist geriatric president wanna be.
Poor things, Biden is EVERYTHING they accuse President Trump of. It would be cute, if it wasn't so pathetic to watch.

Useful 45

Funny 38

Cool 13



Jeff Y.
Los Angeles, CA
34 friends
26 reviews
1 photo

★★★★★

10/14/2020

1 photo

I was visiting from out of town for a business meeting when my laptop mysteriously stopped booting. Somewhat frantic, I went on line with my iPhone to try my luck with a local repair shop and relieved, I located a business that advertised themselves as Mac specialists. It was The Mac Shop.

Ordinarily I would only trust Apple with my device and my data, but with no Apple Store in the area, I had no time to waste, so I settled for second best. Walking into the store I was a little taken about, which gave me pause. It was a dingy and dilapidated, with dudes speaking in hushed tones in what sounded like Russian accents. The place looked like a Mac graveyard with with some Macs dating back 30 years, with no sighting of any Mac newer than 10 years. Oddly, they had Trump2020 campaign banners everywhere, a guy wearing a Q'Anon T-shirt was chatting with who seemed to be the owner, and the ever-present Fox News was loudly blaring on a TV in the background. Some ghoulish looking figure that appeared a lot like Rudy Giuliani was being interviewed by one of those gabby, flatulent Fox News TV hosts.

Because I was in a hurry, I went against my better judgement and abruptly handed my laptop over to some guy named Igor (He kept calling me Hunter for some reason). When I asked for a receipt, he assured he would email it to me if I only gave him my email address and laptop password, and only after he had could take a good look at my hard drive, whatever that meant. He quickly corrected himself and stated that he meant after only after he could do a thorough review of my system. By that time Igor seemed to be perspiring a bit. It was very odd.

When I phoned later that day only to be told that my hard drive would need to be replaced and OS re-installed. As a customer courtesy, they offered to securely dispose of any used parts, free of charge. I politely

declined and asked that they return all replaced parts, please. With no other good options, I reluctantly agreed, and was told to come back by the end of the day. I arrived just as they were closing for the day. As they reached over the counter to hand me my newly repaired laptop, I asked about my faulty hard drive. They apologized profusely and explained that during the course of the repair the hard drive was damaged and could not be saved and disposed of immediately because it was an environmental risk. Astonished, and speechless, I was resigned to leave without it, and turned to leave and that's when I heard it.

From Igor's pocket to the the floor rocketed out what was likely my old hard drive, hitting the floor with a loud thud. It had the word "Hunter" written on it in red marker. I had no idea who or what this Hunter was but I just shrugged my shoulders and headed out as fast as my legs would carry me.

Next time, I think, I will just go to the Apple Store.



Useful 67 Funny 104 Cool 15



Courtney C.
Oklahoma City, OK
128 friends
20 reviews
3 photos

10/14/2020

Do not recommend.

Pros: might be good at recovering data
Cons: might give your data to Rudy Giuliani and share it with the New York Post

Useful 121 Funny 92 Cool 19



Roger J.
Waltham, MA
0 friends
3 reviews

10/15/2020

BE CAREFUL WITH THIS SHOP! They copy all your data and then will share it with whoever they want! Very unethical business practices. They steal the data off the hard drive by imaging it without your knowledge they can gain access to all your banking information , social security numbers, passwords, you name it .

Useful 86 Funny 23 Cool 7



Kyle K.
Kent, WA
102 friends
7 reviews
2 photos

10/14/2020

They like to hack their customers computers and inject themselves erroneously into politics. - tied to corrupt lawyers who work with Known Russian spies and agents.

Useful 100 Funny 35 Cool 7

demacshop.com

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uBreakiFix

5

23.8 miles

Get your device diagnosed for free at uBreakiFix Glassb us a call on... [read more](#)



Devon E.
Manhattan, NY
👤 3 friends
★ 26 reviews

★★★★★ 10/14/2020

I came in to get my waterlogged laptop fixed, but then forgot to come by and pick it up. Thankfully, the lovely owner of this store decided to snoop through my files, then call the FBI, clone my hard drive and give a copy to Rudy Giuliani. I knew I shouldn't have put that "Beau Biden Foundation" sticker on it!

👍 Useful 88 😄 Funny 53 😎 Cool 9



Jill S.
Portland, ME
👤 100 friends
★ 97 reviews
📷 12 photos

★★★★★ 10/14/2020

It's a pass for me. You drop off your laptop for repair and the next thing you know fake emails have been created and given to Rudy Giuliani. What a headache.

👍 Useful 78 😄 Funny 43 😎 Cool 6



Pretzelcuatl L.
Los Angeles, CA
👤 3 friends
★ 64 reviews
📷 9 photos

★★★★★ 10/14/2020

Yep, this is the place where you want to take your computer if you want the shop owner to turn your data over to vampire Rudy Giuliani so he can use it to destroy your life. True story.

👍 Useful 71 😄 Funny 23 😎 Cool 4



E P.
Amherst, MA
👤 1 friend
★ 68 reviews
📷 4 photos

★★★★★ 10/14/2020

It's amazing how far some people will go to sell out their own country. Can't recommend this shop unless you enjoy pc repairs with a side of treason.

👍 Useful 67 😄 Funny 24 😎 Cool 3



Sandy K.
Glen Mills, PA
👤 0 friends
★ 3 reviews

★★★★★ 10/14/2020

If you want your data stolen and sold to the Russians, Rudy Giuliani and Rupert Murdoch, this is the place for you. If you want honest repair service go somewhere else.

👍 Useful 69 😄 Funny 17 😎 Cool 4



B R.
San Francisco, CA
👤 0 friends
★ 1 review

★★★★★ 10/14/2020

I brought my Mac here to get fixed and the Owner, John Paul Mac Isaac (If only the "Mac" was a biblical name, maybe thats where he went wrong?) took my Computer and falsified some documents on it. He then alerted the FBI about the falsified emails. When I asked him about it he just started yelling SETH RICH and OBAMAGATE and started turning RED while muttering "maga" over and over again. SCARY SITUATION. Im going to recommend a more "level headed" and "ethical" repair shop, to get your work done at.

👍 Useful 64 😄 Funny 26 😎 Cool 5



Dalia S.
Central LA, Los Angeles, CA
👤 0 friends

★★★★★ 10/14/2020

This business cannot be trusted to safeguard your private data on your computer. They rifle through your private files on your computer

3 reviews

looking for salacious or incriminating information and then make copies of it and turn it over to your rivals. Beware of this unethical business!

Useful 60

Funny 12

Cool 2



Matt B.

Hockessin, DE

0 friends

4 reviews



10/15/2020

Apparently your data is not secure with this store. Too bad, we all expect that as a minimum.

Useful 55

Funny 10

Cool 2



Jason T.

Wilmington, DE

4 friends

82 reviews



10/15/2020

Owner claims to have stolen information off a computer, reported it to a friend who reported it to Rudy who then reported it to the NY Post. Mind you the person he stole the information from hasn't lived in Delaware for years. If you want someone looking around your stuff and reporting it to third parties, come here!

Useful 53

Funny 10

Cool 3



Mike D.

Wilmington, DE

13 friends

12 reviews

1 photo



10/15/2020

Apparently they aren't very big on privacy issues. Go elsewhere if you want your personal info to remain private.

Useful 52

Funny 8

Cool 2



Ryan G.

Wilmington, DE

6 friends

4 reviews



10/15/2020

John Paul will even make free copies of your hard drive, without you even asking, and hand them over to others just to make sure everyone is safe! No charge. (Edit - allegedly based on his interview with multiple media outlets)

Swell guy

-

Useful 47

Funny 11

Cool 3



Bill D.

Avondale, PA

0 friends

1 review



10/14/2020

True patriots here. Sharing the truth about crooked hometown politicians who are selling out our country for personal gain. Supports American freedom not communist sellots!

Useful 33

Funny 33

Cool 15



Jordan H.

Rhodes Ranch, Las

Vegas, NV

0 friends

4 reviews

2 photos



10/14/2020

Great place! They fixed my laptop on the spot. Minimal charge. A lot cheaper than Apple! Highly recommended! This place is as good as it gets!

Useful 26

Funny 19

Cool 9



Dave K.
Palos Verdes Peninsula,
CA
0 friends
15 reviews
2 photos



10/14/2020

This guy is the greatest. If you're a soft leftist cuck, you can eat another bag of dicks.

Useful 13 Funny 13 Cool 5



Dale D.
Dover, DE
11 friends
2 reviews



10/14/2020

In these very divisive times it's important to know what your consumer spending supports. If you believe it should go to a propaganda campaign to prop up the current "president", you found your match. If you however believe in the actual principles that Apple was founded upon likely best to look elsewhere. Personal choice is a core principle of our country, but lets at least know as much as we can about who/what our dollars are supporting.

Useful 16 Funny 4 Cool 1

< 1 2 3 >

1 of 3

45 other reviews that are not currently recommended

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...

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in It Services & Computer Repair

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Ask the Community

Yelp users haven't asked any questions yet about **The Mac Shop**.

Ask a Question

Recommended Reviews

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Start your review of **The Mac Shop**.

Jason M.
Gilbert, AZ
👤 0 friends
★ 6 reviews
📷 4 photos

★ ★ ★ ★ ★

10/14/2020

As a person that has worked in IT for almost 30 years, my integrity is as important as my technical experience. I am trusted with highly sensitive data on a daily basis. My customers depend on their data being secure and trust me to make sure it isn't stolen or compromised. Only if I found something that was illegal or against company policy, would I turn it over, and I would only turn it over to the proper authorities. Hopefully, there is a lawsuit because this person should not be trusted with people's data.

👍 Useful **79**

😄 Funny **16**

👌 Cool **6**

RJ K.
Ebensburg, PA
👤 4 friends
★ 7 reviews
📷 1 photo

★ ★ ★ ★ ★

10/14/2020

Owner was paid off by Trump cronies. Can you really trust this kind of place to handle your hardware?

👍 Useful **69**

😄 Funny **14**

👌 Cool **4**

Patrick D.
Phoenix, AZ
👤 0 friends
★ 9 reviews

★ ★ ★ ★ ★

10/14/2020

Owner invaded privacy by copying hard drive and turning it over to opposing party for political purposes. Don't trust this dude with your private data. Owner is Trump supporter who admits to copying Hunter Biden's hard drive and giving it to Rudy Giuliani. I don't care who you support--would you want your computer repair person copying your hard drive?

👍 Useful **61**

😄 Funny **13**

👌 Cool **4**

Kurt Z.
Arlington, VA
👤 2 friends
★ 4 reviews

★ ★ ★ ★ ★

10/14/2020

This guy makes copies of customer hard drive and and sells them to political operatives. I don't give a crap if you like Biden or not, what a violation or trust and privacy.

👍 Useful **59**

😄 Funny **8**

👌 Cool **3**

https://www.yelp.com/biz/the-mac-shop-wilmington?osq=the mac shop&start=20

3/8



Jenn R.
Manchester, NH
9 friends
13 reviews



10/14/2020

Owner is on record with news agencies admitting he rifled through personal data that was not his, copied information, and gave that information to multiple people. You can't trust someone like that with your computer

Useful 56 Funny 9 Cool 2



Gina R.
Lamont, CA
1 friend
11 reviews
1 photo



10/14/2020

I like computer repair shops that I can trust. I do not know what Igor has stepped in, but it is smelling like he needs to bathe the stench off himself and do a better job as a human. Rudy did him no favors as now he will be scorned in all of society for getting involved in a sham situation.

Useful 51 Funny 11 Cool 2



Sally T.
Seattle, WA
0 friends
100 reviews



10/15/2020

Do not use this place. They have been known to spy on information in your computer and have guarantee no privacy. Watch out!

Useful 39 Funny 5 Cool 1



Ray M.
Brooklyn, NY
0 friends
15 reviews
1 photo



10/14/2020

I came to Mac Shop to have my laptop fixed after spilling liberal tears all over the keyboard. Great service in recovering the damaged laptop. Will come again

Useful 20 Funny 22 Cool 7



Luke G.
Davis, CA
497 friends
1 review



10/14/2020

They'll fix your computer & help us expose corrupt politicians like sleepy joe. Doesn't get much better than that.

Useful 20 Funny 18 Cool 7



Peter L.
Los Angeles, CA
47 friends
47 reviews
1 photo



10/14/2020

thedailybeast.com/man-wh...

Useful 23 Funny 4 Cool 1



D C.
SYLMAR, CA
0 friends
1 review



10/15/2020

Maybe the owner of the shop can locate Hillary's thousands of "accidentally" deleted emails. Also, maybe he could assist the FBI in helping them retrieve the "accidentally" forgotten phone passwords of all the crooked FBI agents involved in the Russian propaganda scam against the President and the USA. "Joey/Hunter/Barry, you've got some 'splaining to do!"

Useful 12 Funny 22 Cool 4



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5

23.8 miles

Get your device diagnosed for free at uBreakiFix Glasst us a call on... read more

11/10/2020



Ben W.
Atlanta, GA
0 friends
1 review

★★★★★ 10/14/2020

The owner proudly makes copies of your hard drive without consent for blackmail purposes. Not even remotely trustworthy.

Useful 11

Funny 3

Cool 2



Kate H.
New York, NY
0 friends
8 reviews

★★★★★ 10/15/2020

I should really give this place more than one star... because, allegedly (according to the NY Post article), you can drop off a water damaged laptop there for repairs without even putting a dime down as a deposit. Interesting. Every time I've brought my computer into an authorized Mac repair shop I've had to pay for both parts and labor upfront...then signed a form with my name and credit card info in case more parts were needed. It seems that the way THIS man supposedly runs his shop is "I don't know you, I don't know your name, I don't need to know your name, I give you no receipt with your name on it for pick up or keep a duplicate receipt attached to your laptop and I don't need any form of payment given before doing hundreds of dollars of work for you." Very odd business model, no? Or, at least an awkward business model if you're desperately trying to frame a presidential candidate. Good luck with that...you just trashed your own small business!

Useful 11

Funny 4

Cool 2

Jen Z.

Bear, DE
21 friends
8 reviews

★★★★★ 2/17/2020

I have made numerous mistakes with my Mac, including downloading malware and pushing an old MacBook Pro beyond it's limits. John Paul has always patiently helped me and gotten me back into usable states quickly and efficiently. Thank you for your help!

Useful 12

Funny 1

Cool 2

Ryan E.

Wilmington, DE
81 friends
116 reviews
3 photos

★★★★★ 8/8/2019

I bought a new iMac almost two years ago, but I was stupid enough not to spend the few extra bucks on the things that would've made the machine actually function the way I wanted it to, so after almost a year of screaming at a computer with a FACTORY INSTALLED 5400rpm HD and a whole 8 GB of RAM (though YES I ADMIT THIS WAS MY FAULT SHUT THE F UP), enough was enough.

Admittedly the biggest reason I dragged my feet on getting this mostly-except-not-really satisfactory machine upgraded was money, and time/convenience was a distant second. But I found the components I needed on Newegg--a SSD and a new pair of RAM modules that would kick me up to 16 GB. Both the drive and the memory were highly rated (Yelpers rejoice!)... but even after getting the components I needed, I dawdled on the upgrade. I can't exactly explain why... though maybe it had to do with realizing I'd spent nearly \$300 on computer components that were sitting in a box in my closet.

I was a-feared' to cut open my iMac and try and make it better (bless its heart). Lucky for me (AND YOU!!!), though, there's a bonafide Apple GUY here in Wilmington that I am so happy to now know about.


First clue I knew I was going to get good service: Response to my email inquiry within hours--August 2019, for those who didn't bother to check the review date.

Second clue: The guy has been in the (admittedly somewhat decrepit) Trolley Square shopping center/thing/place for ages. Don't let it throw you. Longevity is a VERY good trait in a Mac person, coming from someone who dated a Mac tech and who still has dozens of Mac tech friends.

I have nothing more to say than WOW.


I am one TRILLION percent satisfied. I'm writing this review right now, BTW, on the very machine I brought in for the upgrade. The difference is like night and day. And while I know that The Mac Shop isn't "responsible" for the difference... they really kind of are.

Useful 10 Funny 1 Cool 2

 **Nathan P.**
Wilmington, DE
0 friends
3 reviews

★★★★★ 1/15/2020
Great service. Great advice. Updated my MacBook software free of charge. Would recommend anyone goes here before suffering at the apple store.

Useful Funny Cool

 **Michael M.**
Wilmington, DE
0 friends
23 reviews
3 photos

★★★★★ 12/3/2019
I brought my "vintage " iMac in to get formatted so I could give it to my grandson. He scanned it for damage prior to formatting the hard drive. After that he even gave me more memory. After doing an awesome job I asked how much I owed him. He tells me "nothing". If I ever have an Apple problem, he's my man.

Useful Funny Cool

T S.
Philadelphia, PA
16 friends
18 reviews
6 photos

★★★★★ 4/26/2018
I got to the store right around John Paul's lunch break, he was walking out but was nice enough to check my laptop anyway. It feels like the world stops when your Mac fails to work properly and he knew right away my two options for repair, which seemed basic to him. My only wish was to not have to buy a new one. Not only it was ready the next day, it ran faster and he managed to save my files! He is the best!

Useful 6 Funny 1 Cool 2

Jordan B.
Wilmington, DE
182 friends
4 reviews

★★★★★ 10/31/2017
Had the best experience here. Very professional and helpful in explaining what had happened to my computer. After 8 years my MacBook Pro crashed. I took it to apple who was gonna charge me with \$2,500 for a possible fix. A friend recommended this shop and I spent under a hundred to get the problem fixed. Will definitely be coming back here.

Useful 9 Funny 1 Cool 2

Emily B.
New York, NY
0 friends
7 reviews
2 photos

★★★★★ 10/6/2017
The Mac Shop is the place for all your Apple needs! John Paul fixed my old computer up so that it works better than even when it was brand new. He was quick and professional and the place has a great feel to it. Definitely say YES to The Mac Shop. :)

Useful 7 Funny 1 Cool 2

Ask the Community

Yelp users haven't asked any questions yet about **The Mac Shop**.

Ask a Question

Recommended Reviews

Search within reviews

Sort by **Yelp Sort** ▾

Start your review of **The Mac Shop**.

D O.

Wilmington, DE

0 friends

12 reviews

★★★★★

3/31/2017

OMG! This business is amazing! I thought my 9 year old Macbook Pro was ready for retirement. I really did not want to spend another \$1200 to replace it. MY old girl was too slow to run basic internet stuff and the beachball dance was all she had left. How sad! I read about doing some diy upgrades but I was not about to figure that out. Mac Store (JP) upgraded her memory and loaded EL Capitan on my old friend and now she is running like she is brand new!! \$180 and I had it back the next day!!!! What???? Amazing. This Small Business makes me want to support other small businesses. Wow

👍 Useful 9

😄 Funny 1

👌 Cool 2

Heather K.

Wilmington, DE

0 friends

2 reviews

★★★★★

12/15/2017

Highly recommend! My MacBook Air wouldn't charge and he took the time to troubleshoot the issue (staple stuck in the charging port) then run diagnostics on my laptop to ensure it was fully charging and functional. He would not accept any payment. I will definitely be back for him to do a tune-up.

👍 Useful

😄 Funny

👌 Cool

Valarie W.

New Castle, DE

145 friends

35 reviews

10 photos

★★★★★

2/6/2014

A hidden gem! JP is knowledgeable, efficient, reasonable and just a nice guy! My MAC is now up and running like a NEW MAC with everything in place and ready to roll. He heard me talking about how my MAC goes everywhere with me, and suggested I might want to consider a solid state hard drive, along with an apology as he doesn't like to upsell. But he's right! My MAC goes to work, on the plane, at home, you name it. AND I have burned out 3 regular hard drives because I sometimes don't let it get fully into "snooze". I'm think I'm going to love the solid state hard drive.


Also, he does one on one's for \$39.95. I think I am going to take him up on it in the future as I think I am underutilizing the power of my MAC.

THANK YOU!!!

👍 Useful 12

😄 Funny 1

👌 Cool 2




D Z.
Warminster, PA
👤 0 friends
★ 26 reviews
📷 14 photos

★★★★☆ 6/11/2017

Great and friendly service. Needed to service an older macbook pro, the apple store turned me away, but the Mac Shop was up to the task. 24 hrs after I dropped the old mac off, I picked up a functioning mac. Thanks.

👍 Useful 8 😄 Funny 1 😎 Cool 2



Roger T.
Manhattan, NY
👤 0 friends
★ 4 reviews
📷 13 photos

★★★★★ 2/16/2017

JP is a rare combination of generosity, honesty and knowledge. He helped me with an unusual problem and saved me a ton of money. I came in near tears because my computer fell in water (and no, Im NOT giving details of that), and I left thinking how lucky I was to have come to The Mac Shop first. He seems like a mad scientist the way he casually goes from machine to machine and easily comes up with answers and practical solutions. A rare gem. Don't hesitate to use this store!

👍 Useful 9 😄 Funny 3 😎 Cool 2



Damian M.
Wilmington, DE
👤 93 friends
★ 7 reviews
📷 3 photos

★★★★★ 6/20/2014

John Paul is THE MAN when it comes to Mac. I am in a position to bring him many Macs for repair and let me tell you I have never been disappointed once. Always very friendly and courteous. I have seen him go above and beyond for his customers and he usually knows what's wrong in minutes of having it in his hands! Don't trust anyone else with your Mac!

👍 Useful 11 😄 Funny 😎 Cool 2




KP R.
Philadelphia, PA
👤 24 friends
★ 123 reviews
📷 13 photos

★★★★★ 3/13/2014

This place is everything the other reviews said it was. I was tired of going to the mall or making an appointments for days later with the "geniuses" at the Apple Stores. JP definitely knows about Apple products and will be very upfront and informative with you. I just did a simple RAM upgrade for my Macbook Pro but watching him work on 3-4 machines at one time was quiet impressive. He will give you the 1 on 1 time and answer any questions you could have. He also wears cool hats. ha. Will definitely come here anytime I have an issue

👍 Useful 8 😄 Funny 😎 Cool 3



Chris M.
Newark, DE
👤 0 friends
★ 17 reviews
📷 1 photo

★★★★★ 10/30/2015

My 2009 Mac harddrive died. Apple store no longer services this old model and recommended The Mac Shoppe. How fortunate i was. Whereas Apple said they would not convert it into a fusion drive, John Paul did without a problem. Now have my old Mac humming faster than ever. John Paul will have my repeat business.

👍 Useful 8 😄 Funny 😎 Cool 2




Zachary W.
Wilmington, DE
👤 0 friends
★ 1 review

★★★★★ 3/30/2015

This was one of the best customer service experiences I've ever had. John Paul is extremely friendly and within minutes of me being there was able to diagnose and fix my problem without any BS or attempts to sell me on anything that wasn't needed. I will definitely be back if I have any more issues with our macs.

👍 Useful 1 😄 Funny 😎 Cool

 demacshop.com

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uBreakiFix

★★★★☆ 5

23.8 miles

Get your device diagnosed for free at uBreakiFix Glasst us a call on... [read more](#)



Ben d.
Rockland, DE
👤 18 friends
★ 4 reviews
📷 7 photos

★★★★★ 9/8/2012
🕒 First to Review

This shop is an oasis in the wilderness of expensive computer repair. To say they just fix Mac's is an understatement - they fix them quickly, at a very low cost - in the process one gets an education in all things Mac. This shop is to Mac repair, what Steve Jobs is to Mac design. I highly recommend these guys.

👍 Useful 9 😄 Funny 😎 Cool 2



Dustin S.
Starmount, Charlotte, NC
👤 0 friends
★ 1 review

★★★★★ 2/27/2014

What great Mac repair shop. My hard drive went on a 6 year old mac book, JP replaced it with a 500GB HD and transferred my data from a external HD. I now basically have a new computer that runs fanatically for a fraction of the price. Excellent shop. All this was same day service.

👍 Useful 8 😄 Funny 😎 Cool 2

< 1 2 3 >

3 of 3

45 other reviews that are not currently recommended

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People Also Viewed

Xfinity Store by Comcast

★★★★★ 5

Internet Service Providers,
Telecommunications, Television
Service Providers

Staples

★★★★★ 10

Shipping Centers, Printing Services,
Mobile Phone Repair

From: Suzanne Swift suzanne@specsimple.com
Subject: Disappointing
Date: October 22, 2020 at 3:50 PM
To: John Paul Mac Isaac macisaac@demacshop.com

SS

I was a loyal customer who will never come back. How could you do this?

Suzanne

From: D k dougkuzo@hotmail.com
Subject: Eat shit and DIE Russian stooge
Date: October 15, 2020 at 2:40 PM
To: info@demacshop.com

DK

From: D k dougkuzo@hotmail.com
Subject: Eat shit and die SLOWLY fucking Russian stooge
Date: October 15, 2020 at 2:41 PM
To: info@demacshop.com

DK

From: tessellatez tessellatez@yahoo.com
Subject: Fear & Bull
Date: October 15, 2020 at 2:14 AM
To: info@demacshop.com



You can stop with all the melodrama. No one's going to murder you...mainly because you don't know anything. You have no copy of anyone's hard drive, and if you do, you're going to jail for theft of private property. Didn't your "lifesaver" Rudy clue you into that? No? Bummer. Did he tell you that your business is done for? No? Bummer again. Got any employee's? Yeah...THEIR lives are now ruined as well. Yet another narrow-minded, low info, low IQ idiot who believes EVERYTHING THEY READ on Facebook & worships the Que-A-Moron slide towards complete & total ignorance & stupidity. No common sense..and no critical thinking skills. Just one more garden-variety Trump-Stooge who just threw away their normal lives for a chance to lick Fat Donnie's scrotum and bask in the orange glow of a maniac.

Wouldn't it have been easier to just shoot-up a pizza joint?

Good-luck with all that, Dipshit.

From: Fox bakerxx3375@gmail.com
Subject: Foolish
Date: October 25, 2020 at 2:31 PM
To: info@demacshop.com



If I ever got hard drives in damaged laptops that were picked up at my shop.... I wouldnt go making copies of their hard drives and then dig into them with blatant disregard for customer privacy. You've clearly been played and used by the FSB as an easy mark. You're so far up your own ass you probably cant see it. You just 'stumbled across' all this material what a joke. Anyone with half a brain can see this for what it is. I dont like Biden, but good God how can you support a fucking psycho in office who lies like its breathing. Fucking insaaannnnneeeeeee

From: [John Paul Mac Isaac](#)
To: [Brian Della Rocca](#)
Subject: Fwd: Better get out of town asshole
Date: Thursday, December 17, 2020 10:01:27 AM

Sent from my iPhone

Begin forwarded message:

From: John Paul Mac Isaac <macisaac@mac.com>
Date: December 7, 2020 at 3:50:13 PM MST
To: douglas.rivell@cj.state.de.us
Subject: Fwd: **Better get out of town asshole**

Begin forwarded message:

From: Anonymousemail <noreply@anonymousemail.me>
Subject: **Better get out of town asshole**
Date: November 24, 2020 at 6:39:08 PM MST
To: info@demacshop.com

This email was sent via **anonymousemail**
To remove this signature and unlock all features [go premium](#)
→ New! Join our [affiliate](#) program and start **earning money**.

Soon they will be playing the bagpipes for you asshole soon Like trump

Keep moving and looking over your shoulder buttfuck