

Warranty & Protection Plans

Surface Laptop 6, Surface Pro 10, Surface Laptop Go 3, Surface Laptop Studio 2, and Surface Go 4. Includes ARM based and X86 based devices.

Protection plans must be purchased within 45 days of device purchase.

| | Microsoft Limited Hardware Warranty | Microsoft Extended Hardware Service | Microsoft Extended Hardware Service Plus | Microsoft Complete for Business | Microsoft Complete for Business Plus |
|--|-------------------------------------|-------------------------------------|--|---------------------------------|--------------------------------------|
| Coverage Availability | 1 year | Up to 2, 3 or 4 years | Up to 2, 3 or 4 years | Up to 2, 3 or 4 years | Up to 2, 3 or 4 years |
| Prepaid return shipment | ✓ | ✓ | ✓ | ✓ | ✓ |
| Technical support | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mechanical Breakdown | ✓ | ✓ | ✓ | ✓ | ✓ |
| In-Region Repair, or Standard Exchange | ✓ | ✓ | ✓ | ✓ | ✓ |
| Accidental Damage | | | | ✓ | ✓ |
| Drive (SSD) Retention | | | ✓ | | ✓ |
| Advanced Exchange | | | ✓ | | ✓ |
| Next Business Day Exchange | | | ✓ | | ✓ |

NOTE:

1. \$0 deductible on commercial warranties and protection plans.
2. Coverage details and entitlements are available for select commercial Surface products.
3. Standard Exchange is the expected replacement model if In-Region Repair is unavailable.
4. Drive (SSD) Retention is not available for Surface Go 4.
5. Warranty and Protection Plans vary by market. Please visit the [Surface Warranty and Protection Plan](#) page to see availability.

Resources:

- [Microsoft Surface Warranty & Protection Plans](#)
- [Warranty and Protection Plan Terms & Conditions](#)