

☐ Surface for Business ☐

Surface for Business

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**Partners** 

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**Prajakta** 

# Microsoft Surface Warranty & Protection Plans

A range of Microsoft Protection Plans enable your organization to hit the ground running when you deploy Surface, and help you to stay productive when issues arise.



# **Protect your investment in Surface**

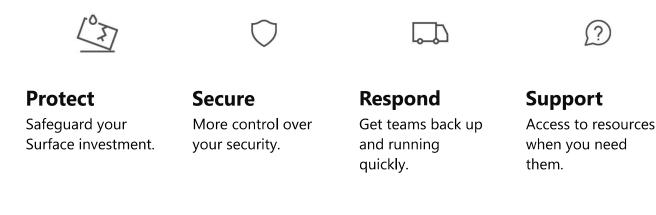
Every Surface comes with a warranty. To maximize your Surface investment, extend your warranty protection; and avoid unplanned expenses.

Warranty Information

For your peace of mind, every Surface comes with a minimum of 1-year Microsoft Hardware Limited Warranty. Your warranty coverage includes mechanical breakdown, advanced exchange service, technical support (90 days of software and one year of hardware telephone support), and prepaid return shipment. Your Surface protection starts on the day of purchase. To maximize the life of your Surface investment, you can extend and expand coverage by choosing a plan that fits your needs and your expected lifecycle on your device.

# Microsoft Protection Plans go beyond your Surface warranty

Maximize your Surface investments by protecting your devices with extended coverage and services that help you with every stage of support you might need for your Surface devices, from deployment to replacement.



# Compare Microsoft Protection Plans

Protect

Secure

Respond

Support

When you purchase a Surface device, you have the option to purchase one of our Microsoft Protection Plans that is right for your business.



Surface Laptop and 2-in-1s Surface Duo Surface Studio Surface Hub 2S Surface Laptop SE Surface Type Covers and Signature Keyboards

Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Complete for Business	Microsoft Complete for Business Plus
Sold Separately	Sold Separately	Sold Separately	Sold Separately
Duration: Up to 2, 3 or 4 years	Duration: Up to 2, 3 or 4 years	Duration: Up to 2, 3, or 4 years	Duration: Up to 2, 3, or 4 years
Available within 45 days of Surface device purchase			
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
breakdown <sup>2</sup>	breakdown <sup>2</sup>	breakdown <sup>2</sup>	Includes:  Mechanical breakdown <sup>2</sup> Advanced Exchange <sup>3</sup>

Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Complete for Business	Microsoft Complete for Business Plus
• Software and hardware telephone support <sup>7</sup> for the duration of your plan	<ul> <li>Software and hardware telephone support<sup>7</sup> for the duration of your plan</li> <li>Next Business Day Replacement<sup>4</sup></li> <li>Drive (SSD) Retention<sup>6</sup></li> </ul>	<ul> <li>Software and hardware telephone support<sup>7</sup> for the duration of your plan</li> <li>Accidental damage from handling<sup>2</sup></li> </ul>	<ul> <li>Software and hardware telephone support<sup>7</sup> for the duration of your plan</li> <li>Accidental damage from handling<sup>2</sup></li> <li>Next Business Day Replacement<sup>4</sup></li> <li>Drive (SSD) Retention<sup>6</sup></li> </ul>

# Find out more about Surface

Choose the right Surface devices and protection plans for your business, or find out more about the difference Surface can make for your employees and your organization.





# Ready to buy Surface devices?

Contact a Microsoft authorized reseller for pricing on devices and protection plans. Resellers will also help you deploy and manage Surface for your business.

WHERE TO BUY  $\square$ 

# Surface is designed for hybrid work

Find hybrid work solutions for your employees wherever they work. Stay secure and get it all done with Surface devices.

LEARN MORE ABOUT HYBRID WORK SOLUTIONS  $\ \square$ 

# Designed for the modern workplace

The Surface for Business portfolio delivers experiences employees love with the choice and flexibility they need to work on their terms.

**COMPARE** 







NEW

## **Surface Pro 9**

The most powerful Pro enables flexible, all-day impact with tablet portability and laptop performance.

MEET SURFACE PRO 9

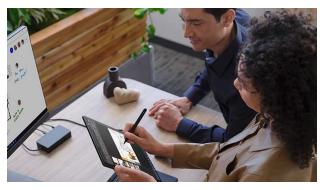
# **Surface Laptop 5**

Lightning-fast performance, sleek portability, an enhanced camera for engaging video calls, and built-in security enable impactful work on your terms.

**MEET SURFACE LAPTOP 5**  $\sqcap$ 



**IT Pro resources** 



Sign up to keep pace with workplace innovation

Cor

Learn how to plan, deploy, and manage Microsoft Surface and Surface Hub devices.

**LEARN MORE**  $\square$ 

The workplace is changing fast. Surface is changing with it. Let us help you keep pace with the latest tech and research findings from leaders in the field.

SIGN UP



WHERE TO BUY



SURFACE BLOG



POWER
CORD
RECALL



INSIGHTS
AND
RESOURCES

#### **Disclaimers**

- <u>1</u> Without prejudice to any legal (statutory) rights to which you may be entitled under your local law, Microsoft Limited Hardware Warranty covers your device for one year from the date of original purchase from Microsoft or an authorized reseller. Restrictions apply. Please refer to <u>Microsoft Limited Hardware Warranty & Agreement</u>.
- **2** Additional extended coverage for mechanical breakdown and accidental damage from handling is available through the purchase of Microsoft protection plans. If the plan provides additional Mechanical Breakdown coverage, that coverage begins upon expiration of the manufacturer's original warranty and continues for the remainder of the term shown on the Holder's Proof of Purchase. Accidental damage from handling begins immediately upon purchase. Restrictions apply, for all Protection Plans, please reference the <u>terms and conditions</u> for the limit of liability and the applicable exclusions of the Protection Plan.
- 3 Advanced Exchange Service is available at no additional charge with the Microsoft Limited Hardware Warranty for the following business devices: Surface Laptop 2, Surface Laptop 3, Surface Laptop 4, Surface Laptop 5, Surface Laptop Go, Surface Laptop Go 2, Surface Go 2, Surface Go 3, Surface Book 3, Surface Pro 6, Surface Pro 7, Surface Pro 7+, Surface Pro 8, Surface Pro X, Surface Pro 9, and Surface Laptop Studio. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for AES terms and conditions and list of supported markets.
- <u>4</u> Next Business Day Replacement claims authorization must be fulfilled prior to the applicable cutoff period to benefit from this service. In addition, the Next Day Business Replacement service is only valid from Monday through Friday, excluding standard public holidays.

- 5 Next Business Day service is available for Surface Duo 2 only. Restrictions apply. See Surface for Business warranty page and next business day terms and conditions of supported markets.
- 6 Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications sheet on the Product Description Page. SSD is only removable by skilled technicians following Microsoft's instructions. Microsoft is not liable for any damage sustained. Further, any resulting damage will not be covered under the Microsoft Limited Hardware warranty or Protection Plans.
- 7 With your purchase of a Surface device or any of the Microsoft protection plans, you also receive telephone support at no additional cost during local business hours.

#### **Footers**

Coverage is provided and administered by Northcoast Warranty Services, Inc. except as otherwise specified in the service plan. In FL: coverage is provided by Technology Insurance Company, Inc. (as obligor), 59 Maiden Ln., 43rd Fl., NY, NY 10038, Lic. #03605. In TX: the Protection Plan Administrator Lic. # is 651. None of the aforementioned parties are affiliated with any manufacturer.

#### **Footnotes**

Microsoft Protection Plans must be purchased for the device within 45 days of the original device purchase.

For all Protection Plans, please reference the  $\frac{T\&Cs}{}$  for the limit of liability and the applicable exclusions of the Protection Plan.

Microsoft Extended Hardware Service, Microsoft Extended Hardware Service Plus, Microsoft Complete for Business, and Microsoft Complete for Business Plus – These Protection Plans are classified as a service contract per local regulations.

#### **Disclosures**

Standard USA Obligor/Administrator disclosure block statement: "This information is provided for summary purposes only. Terms and conditions apply; visit <a href="here">here</a> to review the Extended Hardware Service, Extended Hardware Service Plus, Complete for Business, and Complete for Business Plus service contract."

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What's new
Surface Pro 9
Surface Laptop 5
Surface Studio 2+
Surface Laptop Go 2
Surface Laptop Studio
Surface Go 3
Microsoft 365
Windows 11 apps
Microsoft Store
Account profile
Download Center
Microsoft Store support
Returns
Order tracking
Virtual workshops and training
Microsoft Store Promise
Flexible Payments

# Education

Microsoft in education

Devices for education

Microsoft Teams for Education

Microsoft 365 Education

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