

Microsoft in region same unit repair

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Microsoft can repair many commercial Surface devices via in-region repair facilities. If troubleshooting or diagnostics determine that your Surface device needs repair and is eligible for mail-in repair services, you can ship it to Microsoft for repair and return.

Upon successful repair, Microsoft returns the device to your shipping address. (If there are no issues, Microsoft returns your device as is). Average turnaround time is 6-12 calendar days depending on your location and supply chain availability. The following devices are eligible for same unit repair:

- Surface Laptop 3 – 13" & 15"
- Surface Laptop 4 – 13" & 15"
- Surface Laptop 5 – 13" & 15"
- Surface Pro 7
- Surface Pro 7+ ¹
- Surface Pro 8
- Surface Laptop Go
- Surface Laptop Go 2
- Surface Go 2
- Surface Go 3
- Surface Pro X
- Surface Laptop Studio ¹
- Surface Laptop SE

Availability

Except where noted, same unit repair is available in the following locations:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Latvia, Luxemburg, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, United States

References

1. Currently unavailable in United States or Mexico.