
 Surface for Business 

Surface for Business

Home

Devices

2-in-1 Tablets

NEW Surface Pro 9

Surface Pro 8

Surface Go 3

Surface Pro 7+

Laptops

NEW Surface Laptop 5

Surface Laptop Studio

Surface Laptop Go 2

Surface Laptop SE

Small and Large Screens

Surface Duo 2

NEW Surface Studio 2+

Surface Hub 2S

Accessories

All Accessories

Surface Headphones 2+

Teams Accessories

Need help deciding?

Compare Surface devices

Solutions

Device Management

Hybrid Work

Microsoft Security

Industries

Small Business

K-12 Education

Higher Education

Public Safety

Manufacturing

Frontline

Healthcare

For home

More

Support for Business

Get support

Microsoft Warranty and Protection Plans

WHERE TO BUY

All Microsoft

Global

[Microsoft Security](#)[Azure](#)[Dynamics 365](#)[Microsoft 365](#)[Microsoft Teams](#)[Windows 365](#)[Tech & innovation](#)[Microsoft Cloud](#)[AI](#)[Azure Space](#)[Mixed reality](#)[Microsoft HoloLens](#)[Microsoft Viva](#)[Quantum computing](#)[Sustainability](#)[Industries](#)[Education](#)[Automotive](#)[Financial services](#)[Government](#)[Healthcare](#)[Manufacturing](#)[Retail](#)[All industries](#)[Partners](#)[Find a partner](#)[Become a partner](#)[Partner Network](#)[Find an advertising partner](#)[Become an advertising partner](#)[Azure Marketplace](#)[AppSource](#)[Resources](#)[Blog](#)[Microsoft Advertising](#)[Developer Center](#)[Documentation](#)[Events](#)[Licensing](#)[Microsoft Learn](#)[Microsoft Research](#)[View Sitemap](#)**SearchSearch**

Search
Microsoft.com

Cancel

Cart0 items in shopping cart

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.¹ Your warranty coverage includes mechanical breakdown,² advanced exchange service,³ technical support⁴ (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.



Protect

Safeguard your Surface investment.



Secure

More control over your security.



Respond

Get teams back up and running quickly.



Support

Access to resources when you need them.

- ☐ Protect
- ☐ Secure
- ☐ Respond
- ☐ Support

Compare Microsoft Protection Plans

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	Available within 45 days of Surface device purchase	Available within 45 days of Surface device purchase	Available within 45 days of Surface device purchase
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
Includes: <ul style="list-style-type: none"> Mechanical breakdown² Advanced Exchange³ 	Includes: <ul style="list-style-type: none"> Mechanical breakdown² Advanced Exchange³ 	Includes: <ul style="list-style-type: none"> Mechanical breakdown² Advanced Exchange³ 	Includes: <ul style="list-style-type: none"> Mechanical breakdown² Advanced Exchange³

Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Complete for Business	Microsoft Complete for Business Plus
<ul style="list-style-type: none"> Software and hardware telephone support⁷ for the duration of your plan 	<ul style="list-style-type: none"> Software and hardware telephone support⁷ for the duration of your plan Next Business Day Replacement⁴ Drive (SSD) Retention⁶ 	<ul style="list-style-type: none"> Software and hardware telephone support⁷ for the duration of your plan Accidental damage from handling² 	<ul style="list-style-type: none"> Software and hardware telephone support⁷ for the duration of your plan Accidental damage from handling² Next Business Day Replacement⁴ Drive (SSD) Retention⁶

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 [□](#)



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 [□](#)

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](#) 



NEW

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](#) 



IT Pro resources



Sign up to keep pace with workplace innovation

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

[LEARN MORE](#) 

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

1 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 [Microsoft Limited Hardware Warranty & Agreement](#).

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 [terms and conditions](#) 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.

4 Next Business Day Replacement claims authorization must be fulfilled prior to the applicable cut-off 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 [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 [here](#) to review the Extended Hardware Service, Extended Hardware Service Plus, Complete for Business, and Complete for Business Plus service contract."

Follow Microsoft
Surface



Share Microsoft Surface



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

How to buy for your school

Educator training and development

Deals for students and parents

Azure for students

Business

Microsoft Cloud

Microsoft Security

Dynamics 365

Microsoft 365

Microsoft Power Platform

Microsoft Teams

Microsoft Industry

Small Business

Developer & IT

Azure

Developer Center

Documentation

Microsoft Learn

Microsoft Tech Community

Azure Marketplace

AppSource

Visual Studio

Company

[Careers](#)

[About Microsoft](#)

[Company news](#)

[Privacy at Microsoft](#)

[Investors](#)

[Diversity and inclusion](#)

[Accessibility](#)

[Sustainability](#)

☐ English (United States)  Your California Privacy Choices

[Contact us](#)

[Privacy](#)

[Terms of use](#)

[Trademarks](#)

[About our ads](#)

© Microsoft 2023