

# Surface Warranty Comparison

Surface Extended Warranty Plans for Business	Standard Warranty	Extended Hardware Service Plan	Microsoft Complete for Business – 3 years	Microsoft Complete for Business – 4 years
<b>Plan Basics</b>				
Warranty coverage	Included with device	Needs purchase	Needs purchase	Needs purchase
Warranty length	Varies by country (1-2 years, see details below)	3 years	3 years	4 years
Warranty Activation	Activated from day device is received by customer	Can be purchased up to 45 days from date of device purchase	Can be purchased up to 45 days from date of device purchase	Can be purchased up to 45 days from date of device purchase
Hardware Exchange timeline (business days)	5-8 (varies by country)	3-5 (varies by country)	3-5 (varies by country)	3-5 (varies by country)
<b>Hardware Service</b>				
Manufacturing defects for your Surface device including bundled power supply and battery	✓	✓	✓	✓
<b>Accidental Damage Protection</b>				
Coverage for drops, spills, power surges, etc.*			✓	✓
<b>Support for your Business</b>				
Surface set-up support	90 days	90 days	3 years	4 years
Prepaid shipping	✓	✓	✓	✓
Advanced Exchange** (only available in some countries)		✓	✓	✓
Transferrable extended warranty (to new device owner)		✓	✓	✓

\*Maximum 2 claims for Accidental Damage. Does not cover units that have been knowingly tampered with by the user (opening of the device housing).

\*\*Advanced Exchange entitles customers to receive a replacement device prior to returning their non-functional device to Microsoft. The customer needs to return their non-functional device to Microsoft within 15 business days. If not, the customer will be charged for the device. Advanced Exchange is only available for In Warranty replacements.