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# Microsoft Warranty & Protection Plans

Asia Pacific



# Microsoft Warranty and Protection Plans

## ASIA PACIFIC

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# Microsoft Protection Plans

## Investment protection

Each Surface device comes with a 1-year Limited Hardware Warranty<sup>1</sup>. For customers who want to maximize and protect their Surface investments beyond the warranty they can opt to purchase one of the available Microsoft Protection Plans. The extended coverage protects their device investment and helps extend the use of their Surface devices and avoid unplanned expenses

### Surface Warranty and Protection Plan benefits:

- Customer centric support for service and repair
- Support tools and information to track device health at-scale, across a customer's hybrid workforce.
- Ongoing access to Microsoft's robust online Surface support articles and communities.

### Additional Protection Plan options:

- Accidental damage – protection from drops, spills, and cracked screens
- Drive (SSD) retention – retain the SSD during a service event
- Advanced Exchange and Next Business Day service – a replacement device is shipped to customer prior to receiving the damaged device.

<sup>1</sup> Without prejudice to any legal (statutory) rights to which you may be entitled under your local law, Microsoft Limited Hardware Warranty covers your device or replacement component from the date of original purchase from Microsoft or an authorized reseller. Exclusions and limitations apply. Please refer to [Microsoft's Limited Hardware Warranty and Agreement](#).



# 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 Extended Hardware Service Plus w/ On-site	Microsoft Complete for Business	Microsoft Complete for Business Plus
Coverage Availability	1 year	Up to 3 or 4 years	Up to 3 or 4 years	Up to 3 or 4 years	Up to 3 or 4 years	Up to 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			✓	✓		✓
On-site Repair Service				✓		

## NOTE:

- \$0 deductible on commercial warranties and protection plans.
- Coverage details and entitlements are available for select commercial Surface products
- Standard Exchange is the expected replacement model if In-Region Repair is unavailable.
- Drive (SSD) Retention not available for Surface Go 4.
- 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](#)

# 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 Complete for Schools Basic	Microsoft Complete for Schools Premium	Microsoft Complete for Students Basic	Microsoft Complete for Students Premium
Coverage Availability	1 year	Up to 3 years and 2 claims	Up to 3 years and 3 claims	Up to 3 years and 2 claims	Up to 3 years and 3 claims
Prepaid return shipment	✓	✓	✓	✓	✓
Technical support	✓	✓	✓	✓	✓
Mechanical Breakdown	✓	✓	✓	✓	✓
In-Region Repair or Standard Exchange	✓	✓	✓	✓	✓
Accidental Damage		✓	✓	✓	✓
Advanced Exchange			✓		✓

## NOTE:

- \$0 deductible on commercial warranties and protection plans.
- Coverage details and entitlements are available for select commercial Surface products
- Standard Exchange is the expected replacement model if In-Region Repair is unavailable.
- Drive (SSD) Retention not available for Surface Go 4.
- Warranty and Protection Plans vary by market. Please visit the [Surface Warranty and Protection Plan](#) page to see availability.
- Complete for Schools** commercial plans are available only for schools and education institutions purchasing devices for teachers or students for use in their organisations. Parents or students purchasing a device for personal use, including via a BYOD portal, should refer to **Complete for Students**

## Resources:

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

# FAQs Microsoft Protection Plans



## **Does Microsoft offer extended coverage on Surface devices once the warranty has expired?**

For customers who want to maximize and protect their Surface investments beyond the warranty they can opt to purchase one of the available Microsoft Protection Plans. Protection plans vary by market. To see plans availability in your market go to [Surface Warranty, Protection Plans & Support – Microsoft Surface for Business](#).

## **Are there any changes to the warranty and protection plans on the Surface for Business devices that I already own?**

There will be no changes to the warranty and protection plans that currently cover your Surface for Business devices.

## **Do the updated warranty and protection plans apply to all new Surface for Business device purchases or just the newly released devices?**

The updated warranty and protection plan services will apply only to the newly released Surface for Business devices – Surface Laptop 6, Surface Pro 10, Surface Laptop Studio 2, Surface Laptop Go 3, and Surface Go 4. There will be no changes to the warranty and protection plans for prior generation Surface for Business devices, including Surface Pro 9, Surface Laptop 5, Surface Go 3, Surface Laptop Go 2, and Surface Laptop Studio.

## **If I need accidental damage protection on my devices, what are my options?**

In North America and Asia Pacific regions, accidental damage protection is a feature offered with Microsoft Complete for Business (CfB) and Microsoft Complete for Business Plus (CfB+). Note that Microsoft CfB and CfB+ protection plans may have limited availability.

In Europe, accidental damage protection is offered by first purchasing Microsoft Extended Hardware Service (EHS) and then adding Microsoft Accidental Damage Protection (ADP), or by first purchasing Microsoft Extended Hardware Service Plus (EHS+) and then adding Microsoft Accidental Damage Protection Plus (ADP+). Note that Microsoft ADP and ADP+ protection plans may have limited availability.

## **What are my options if I need the Advanced Exchange (AE) feature?**

Advanced Exchange will be available for customers who purchase Microsoft Extended Hardware Service Plus (EHS+), Microsoft Accidental Damage Protection Plus (ADP+) or Microsoft Complete for Business Plus (CfB+). Advanced Exchange will also be available as a paid service option when raising a service request claim, if the customer is still covered under their warranty and/or protection plan. Note that availability may vary by market. Advanced Exchange is already part of the default Surface offering for prior generation Surface for Business devices, including Surface Pro 9, Surface Laptop 5, Surface Go 3, Surface Laptop Go 2, and Surface Laptop Studio.



# FAQs Microsoft Protection Plans



## **Can Next Business Day service and Drive (SSD) Retention be added to my Microsoft Protection Plan purchase separately?**

Next Business Day service is not available as a Value-Added Service (VAS) for Surface Laptop 6, Surface Pro 10, Surface Laptop Studio 2, Surface Laptop Go 3, and Surface Go 4. In US and Canada only, it will remain available as a VAS for Surface Pro 9, Surface Laptop 5, Surface Laptop Go 2, Surface Laptop Studio, and Surface Go 3.

Drive (SSD) Retention will remain available as a VAS for new and prior generation Surface for Business devices, if it is currently offered in your region (North America, APAC and select markets in MEA). This coverage is only available on Microsoft devices in which the SSD is marketed as removable per the device Technical Specifications.

## **What are my options if I need expedited shipping services?**

In addition to Advanced Exchange (AE) service, with your purchase of Microsoft Extended Hardware Service Plus (EHS+) or Microsoft Complete for Business Plus (CfB+), your replacement device will be shipped to you by the next business day if you are in a covered territory. Additional details can be found at: [Next Business Day Service information & coverage areas - Surface | Microsoft Learn](#)

## **What are my options if I need to hold onto my hard drive/SSD?**

With your purchase of Microsoft Extended Hardware Service Plus (EHS+), Microsoft Accidental Damage Protection Plus (ADP+) or Microsoft Complete for Business Plus (CfB+), you get a feature called Drive (SSD) Retention. This feature provides the option to retain your SSD in the event of a covered breakdown. Your replacement device will include a new SSD at no additional charge. This coverage is only available on Microsoft devices in which the SSD is marketed as removable per the device Technical Specifications.

## **Will Microsoft's limited hardware warranty be voided if a customer upgrades their SSD?**

Upgrading the SSD does not void the warranty, but damage to the device resulting from the repair is not covered by the warranty. Microsoft does not advise installing an SSD that has not been tested for device configuration.

# Selling Microsoft Protection Plans

## General requirements

- › Microsoft Protection Plans must be marketed as such and must not be marketed as insurance products or warranties. Insurance products may have different requirements.
- › Microsoft Protection Plan must be sold with an eligible device and never as a standalone product.
- › Microsoft Protection Plans must be purchased from Microsoft before the submission of registration/provisioning for the end customer.
- › Microsoft Protection Plans must be purchased for the device within 45 days of the original device purchase.
- › The necessary customer and sales information must be sent to Microsoft to ensure the protection plan is registered to a customer and a device within 7 to 10 business days of the date of sale.
- › The correct version of the protection plan must be sold in consideration with the corresponding device, type of customer, country and desired coverage.
- › The customer must be made aware that the purchase of Microsoft Protection Plans are voluntary and not required.
- › Customers must be the ones to elect to add a Microsoft Protection Plan to their purchase.
- › The price of the Microsoft Protection Plan must be shared with the customer, provided separately from other costs included in the purchase, prior to the point of purchase.
- › Claims are managed by Microsoft through the service request process handled by resellers and customers. Please included the following wording in all your marketing, 'For guidance on how to file a claim or make a complaint about your protection plan, please reference your terms and conditions.'
- › Customer complaints regarding Microsoft Protection Plans must be directed to Microsoft using the complaints email in their terms and conditions. Please included the following wording in all your marketing, 'For guidance on how to file a claim or make a complaint about your protection plan, please reference your terms and conditions.'

See **Selling Microsoft Protection Plan Policy Guide** at [Surface Warranty & Protection Plan Collection](#) for complete guidance.



# Microsoft Warranty and Protection Plans

Countries and device type



# Commercial Protection Plans For Australia by Device Type

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.

Australia						Australia – EDU**	
Devices	Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Extended Hardware Service Plus w/ Onsite*	Microsoft Complete for Business	Microsoft Complete for Business Plus	Microsoft Complete for Schools	Microsoft Complete for Students
Surface laptops and 2-in-1s	✓	✓	✓	✓	✓	✓	✓
Surface Studio 2+	✓	✓					
Surface Hub 2S/3	✓						
Surface Type Covers and Signature Keyboards	✓			✓			

\*Plan is only offered in Australia for Surface Laptop 5, Surface Pro 9, Surface Laptop 6, and Surface Pro 10.

\*\***Complete for Schools** commercial plans are available only for schools and education institutions purchasing devices for teachers or students for use in their organisations. Parents or students purchasing a device for personal use, including via a BYOD portal, should refer to **Complete for Students**

# Asia Pacific Warranty and Protection Plans – Surface Laptops and 2-in-1s

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.

Microsoft Limited Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Complete for Business	Microsoft Complete for Business Plus
Included with every Surface	Sold Separately	Sold Separately	Sold Separately	Sold Separately
Duration: 1 year <sup>1</sup>	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
Starts on day of 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	Available within 45 days of Surface device purchase
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>1</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
NA	NA	Advanced Exchange <sup>3</sup>	NA	Advanced Exchange <sup>3</sup>
NA	NA	NA	Accidental damage <sup>2, 6</sup>	Accidental damage <sup>2, 6</sup>
NA	NA	Next Business Day Replacement <sup>4</sup>	NA	Next Business Day Replacement <sup>4</sup>
NA	NA	*Drive (SSD) Retention <sup>5</sup>	NA	*Drive (SSD) Retention <sup>5</sup>
		*Drive (SSD) Retention is not available on Surface Go series		*Drive (SSD) Retention is not available on Surface Go series

# Asia Pacific Warranty and Protection Plans – Surface Laptops and 2-in-1s

## Surface Pro 9, Surface Laptop 5, Surface Laptop Go 2, Surface Laptop Studio, Surface Go 3

Microsoft Limited Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus	Microsoft Complete for Business	Microsoft Complete for Business Plus
Included with every Surface	Sold Separately	Sold Separately	Sold Separately	Sold Separately
Duration: 1 year <sup>1</sup>	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
Starts on day of 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	Available within 45 days of Surface device purchase
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>1</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>
NA	NA	NA	Accidental damage <sup>2, 6</sup>	Accidental damage <sup>2, 6</sup>
NA	NA	Next Business Day Replacement <sup>4</sup>	NA	Next Business Day Replacement <sup>4</sup>
NA	NA	*Drive (SSD) Retention <sup>5</sup>	NA	*Drive (SSD) Retention <sup>5</sup>
		*Drive (SSD) Retention is not available on Surface Go series		*Drive (SSD) Retention is not available on Surface Go series

Please refer to your Price List for official protection plan availability and pricing

## Asia Pacific Warranty and Protection Plans – Surface Studio 2+

Microsoft Limited Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus
Included with every Surface	Sold Separately	Sold Separately
Duration: 1 year <sup>1</sup>	Duration: Up to 2, 3, or 4 years	Duration: Up to 2, 3, or 4 years
Starts on day of 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
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>1</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
NA	NA	Advanced Exchange <sup>3</sup>
NA	NA	Next Business Day Replacement <sup>4</sup>
NA	NA	Drive (SSD) Retention <sup>5</sup>

Please refer to your Price List for official protection plan availability and pricing

## Asia Pacific Warranty and Protection Plans – Surface Hub 2S/3

Microsoft Limited Hardware Warranty	Microsoft Extended Hardware Service
Included with every Surface	Sold Separately
Duration: 1 year <sup>1</sup>	Duration: Up to 2, 3, or 5 years
Starts on day of purchase	Available within 45 days of Surface device purchase
Technical support	Technical support for the duration of your plan
Mechanical breakdown <sup>1</sup>	Mechanical breakdown <sup>2</sup>
Onsite hardware service	Onsite hardware service

Please refer to your Price List for official protection plan availability and pricing

## Asia Pacific Warranty and Protection Plans – Surface Type Covers and Keyboards

Microsoft Limited Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business
Included with every Surface Type Cover	Sold Separately	Sold Separately
Duration: 1 year <sup>1</sup>	Duration: Up to 3 years	Duration: Up to 3 years
Starts on day of purchase	Available within 45 days of Surface Type Cover/Keyboard purchase	Available within 45 days of Surface Type Cover/Keyboard purchase
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>1</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
NA	NA	Accidental Damage <sup>2, 7</sup>

Please refer to your Price List for official protection plan availability and pricing



# Commercial EDU 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.

Australia (Surface laptops and 2-in-1s )			
Microsoft Complete for Students Basic	Microsoft Complete for Students Premium	Microsoft Complete for Schools Basic	Microsoft Complete for Schools Premium
Sold Separately	Sold Separately	Sold Separately	Sold Separately
Duration: Up to 3 years	Duration: Up to 3 years	Duration: Up to 3 years	Duration: Up to 3 years
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>
NA	Advanced Exchange <sup>3</sup>	NA	Advanced Exchange <sup>3</sup>
Up to 2 claims	Up to 3 claims	Up to 2 claims	Up to 3 claims

LIMIT OF LIABILITY During Your Contract Term, regardless of Your level of Cover, the cumulative maximum amount that We are obligated to pay pursuant to this Contract shall not exceed the Product(s) Purchase Price. Once this limit is reached, Coverage under the Plan will end, regardless of any remaining time under the current Term.

**Complete for Schools** commercial plans are available only for schools and education institutions purchasing devices for teachers or students for use in their organisations. Parents or students purchasing a device for personal use, including via a BYOD portal, should refer to **Complete for Students**.

# Commercial EDU Protection Plans

Surface Pro 9, Surface Laptop 5, Surface Laptop Go 2, Surface Laptop Studio, Surface Go 3

Australia (Surface laptops and 2-in-1s )			
Microsoft Complete for Students Basic	Microsoft Complete for Students Premium	Microsoft Complete for Schools Basic	Microsoft Complete for Schools Premium
Sold Separately	Sold Separately	Sold Separately	Sold Separately
Duration: Up to 3 years	Duration: Up to 3 years	Duration: Up to 3 years	Duration: Up to 3 years
Prepaid return shipment	Prepaid return shipment	Prepaid return shipment	Prepaid return shipment
Technical support	Technical support for the duration of your plan	Technical support for the duration of your plan	Technical support for the duration of your plan
Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>	Mechanical breakdown <sup>2</sup>
Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>	Accidental Damage <sup>2</sup>
Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>	Advanced Exchange <sup>3</sup>
Up to 2 claims	Up to 3 claims	Up to 2 claims	Up to 3 claims

LIMIT OF LIABILITY During Your Contract Term, regardless of Your level of Cover, the cumulative maximum amount that We are obligated to pay pursuant to this Contract shall not exceed the Product(s) Purchase Price. Once this limit is reached, Coverage under the Plan will end, regardless of any remaining time under the current Term.

**Complete for Schools** commercial plans are available only for schools and education institutions purchasing devices for teachers or students for use in their organisations. Parents or students purchasing a device for personal use, including via a BYOD portal, should refer to **Complete for Students**.

# Warranty and Protection Plan Disclaimers

1. Without prejudice to any legal (statutory) rights to which you may be entitled under your local law, Microsoft's 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's Limited Hardware Warranty & Agreement [here](#).
2. Additional extended coverage for mechanical breakdown and accidental damage protection 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 protection 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's Limited Hardware Warranty for the following business devices: Surface Laptop 2, Surface Laptop 3, Surface Laptop 4, 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 Laptop Studio, Surface Pro 9 and Surface Laptop 5. 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 services apply after an agent has determined that a replacement device is required, available inventory, and order placement by a standard cutoff time, predetermined by Microsoft. Overnight delivery is subject to the availability of our authorized overnight delivery carriers. For more details on replacement information and coverage areas see [here](#).
5. Solid State Drive (SSD) Retention permits customers the option to retain their removable SSD during service events at no additional charge. SSD Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the technical specifications on the product's description page. Microsoft recommends that only technically inclined individuals with the knowledge, experience, and required tools perform the SSD removal following Microsoft's instructions. Opening and/or repairing your device can present electric shock, device damage, fire and personal injury risks, and other hazards. Use caution if undertaking do-it-yourself repairs. Further, any resulting damage to the device or component will not be covered under the Microsoft Limited Hardware warranty or Protection Plans.
6. [Australia only] If included in your purchase, the accidental damage coverage is provided to you by the insurer Technology Insurance Co, Inc. For more details on the insurer, features, and benefits of the accidental damage cover and how to make a claim, please read the Product Disclosure Statement (PDS) located [here](#).