

Microsoft Warranty & Protection Plans

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Microsoft Limited Hardware Warranty

Each Surface device comes with a 1-year Limited Hardware Warranty.¹

Included with Limited Hardware Warranty:

- Customer-centric support for service and repair
- IT 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
- Limited coverage for mechanical breakdowns



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 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](#).

Investment protection

Customers who want coverage beyond the standard warranty may choose to purchase an eligible Microsoft Protection Plan. The extended coverage helps protect device investments, support longer device use, and reduce exposure to unplanned repair expenses.

Microsoft Protection Plan benefits:

- Extended coverage duration
- Zero deductible when filing a claim
- Prepaid return shipment
- Technical support
- Unlimited mechanical breakdowns ²
- Battery degradation coverage⁹
- Accidental damage from handling—protection from drops, spills, and cracked screens
- Advanced Exchange service ³
- Next business day replacement ⁴
- Drive retention—retain the drive during a service event ⁵



Warranty & Protection Plans

Features	Surface devices		
	Limited Hardware Warranty	Extended Hardware Support (EHS)	Complete for Business (CfB)
Coverage availability	1 year	Up to 4 years	Up to 4 years
Zero deductible when filing a claim	✓	✓	✓
Prepaid return shipment	✓	✓	✓
Technical support	✓	✓	✓
Unlimited mechanical breakdowns ²	✓	✓	✓
In-Region Repair, or Standard Exchange	✓	✓	✓
Accidental damage from handling			✓
Battery wear ⁹			✓
		EHS Plus	CfB Plus
Drive Retention ⁵ (also available as a standalone add-on to EHS and CfB Plans)		✓	✓
Advanced Exchange Service		✓	✓
Next Business Day Shipping		✓	✓
		EHS Plus w/On-site	
On-site Repair Service		✓	

Type covers and keyboards		
Limited Hardware Warranty	Extended Hardware Support (EHS)	Complete for Business (CfB)
1 year	Up to 3 years	Up to 3 years
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
		✓

NOTES:

- 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 Retention is not available for Surface Go 4 or Surface Pro 12-inch.
- 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

Features	Surface devices		
	Limited Hardware Warranty	Complete for Schools Basic	Complete for Students Basic
Coverage availability	1 year	Up to 3 years	Up to 3 years
Zero deductible when filing a claim	✓	✓	✓
Prepaid return shipment	✓	✓	✓
Technical support	✓	✓	✓
Unlimited mechanical breakdowns ²	✓	✓	✓
In-Region Repair, or Standard Exchange	✓	✓	✓
Accidental damage from handling		✓	✓
Battery wear ³		✓	✓
		Premium	Premium
Advanced Exchange Service		✓	✓

NOTES:

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RESOURCES:

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

Protection Plan purchase window

Purchase window

Number of days to purchase		
Country/Region	CfB/ADP (+)	EHS (+)
Japan	60	180
Australia	45	45
New Zealand	N/A	180
Singapore	60	180
Thailand	180	180
Philippines	180	180
India	60	180
China	60	180
Taiwan	N/A	180
Malaysia	N/A	180
South Korea	N/A	180
Hong Kong	60	60

Protection Plan start dates

- **Complete for Business (CFB)/CFB+ and Accidental Damage Protection (ADP)/ADP+:** The protection plan start date begins on the Protection Plan purchase date.
- **Extended Hardware Service (EHS)/EHS+:** The protection plan start date is tied to the device invoice date. EHS coverage begins upon expiration of Microsoft's Limited Hardware Warranty

Warranty and Protection Plans 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. With Advanced Exchange Service (AES) Microsoft will ship a replacement device to you in advance of receipt of an eligible and covered device when you submit a service request for an eligible Microsoft Surface for Business device. 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 or when purchased with a commercial Microsoft Protection Plan. 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. Drive Retention permits customers the option to retain their removable drive during service events at no additional charge. Drive Retention is only available on Microsoft Surface devices in which the drive 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 drive 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. Repairing your device with a replacement component does not impact Microsoft's Limited Warranty, however any damage to the device resulting from a repair performed by someone other than Microsoft or an Authorized Service Provider will not be covered under Microsoft's warranty or protection plan.
7. Components are replaceable on site by a skilled technician using Microsoft tools and following a Microsoft Service Guide. Opening or repairing your device can present various risks, such as electric shock, device damage, fire and personal injury risks, and other hazards. Use caution if undertaking do-it-yourself repairs. Furthermore, any resulting damage caused will not be covered under Microsoft's Limited Hardware Warranty or a protection plan. See Microsoft Service Guides at microsoft.com/download/100440.
8. For more information, see aka.ms/SurfaceBizASPs.
9. Customers with eligible plans are limited to one (1) battery degradation/replacement claim as set out in plan [Terms and Conditions](#).