



Extended Hardware Service Plus

Extended Hardware Service Plus for Surface devices:

- Extend your warranty period to 3 or 4 years
- Enhance your security by retaining your SSD
- Upgrade your response time to next business day, with on-site repair, or a next business day replacement device.

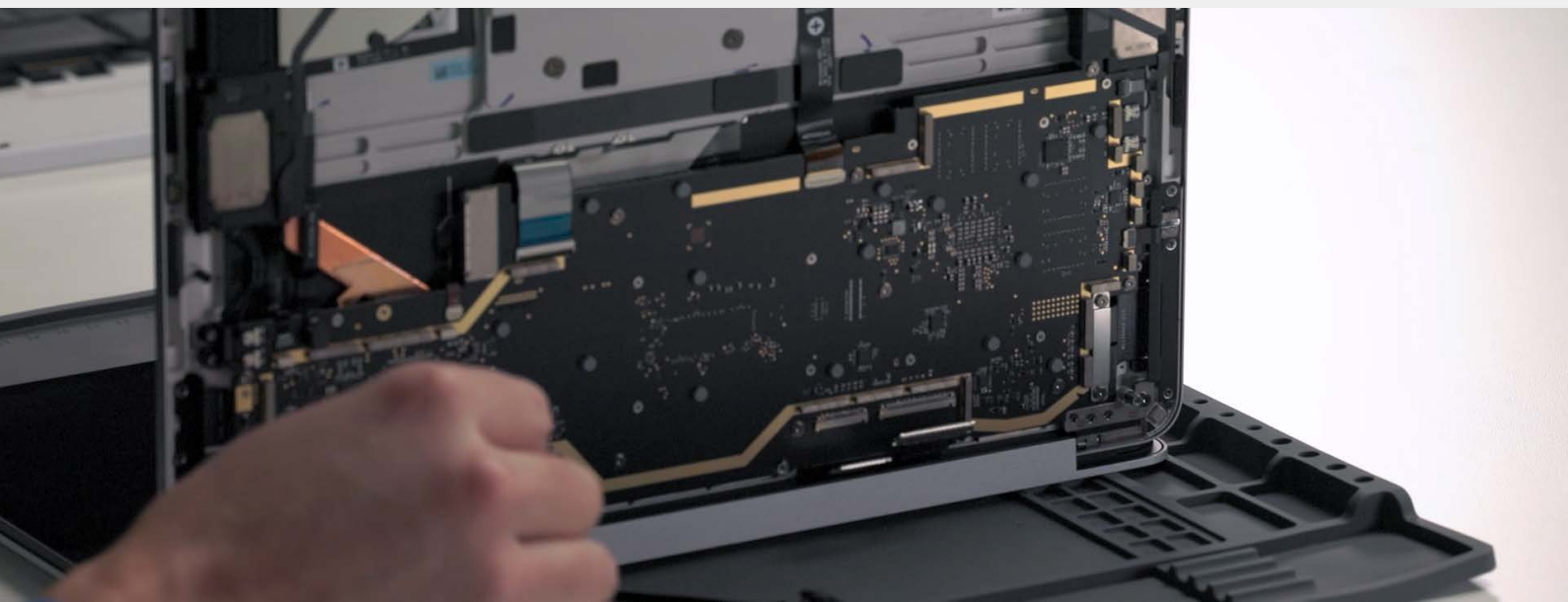
New! On-site repair with Next Business Day Service¹

Our latest Microsoft Surface devices are more repairable than ever, and Surface for Business can now offer optional on-site repair capability for the first time.

This is an Australian only offering and available for customers to purchase with the new Surface Laptop 5, Surface Pro 9 or Surface Pro 9 5G.

The manufacturer hardware warranty for Surface devices is one year² and this includes Advanced Exchange³.

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Advanced Exchange:

A replacement device is sent to you via courier before you need to return your faulty device.

The box includes a prepaid shipping label to return your faulty device after you have set up your replacement.



Drive Retention:

Have total control of your data by keeping your SSD when replacing or repairing your device.

This is standard with Extended Hardware Service Plus plans and an optional add on with Extended Hardware Service⁴.



Next Business Day Replacement⁵:

Using our Advanced Exchange process, a device will be sent to your home or office location.

NBD shipping of a replacement occurs after diagnosis by Microsoft Customer Support Services.



NEW: On-Site Repair Next Business Day¹:

After confirmation from Microsoft Customer Support Services, a technician will attend an office or home address to repair a device. If a device cannot be repaired and needs to be replaced, Advanced Exchange with Next Business Day shipping is included in the On-site plan.

Extended Hardware Service offerings

(MSRP as of December 2022)

MSRP \$AUD	Extended Hardware Service		Extended Hardware Service Plus		NEW: Extended Hardware Service Plus with Onsite	
	3 years	4 years	3 years	4 years	3 years	4 years
Coverage Duration						
Surface Go	\$69	\$169	\$89	\$189		
Surface Laptop Go	\$79	\$179	\$119	\$219		
Surface Pro	\$89	\$189	\$129	\$229	\$169	\$269
Surface Laptop	\$89	\$189	\$129	\$229	\$169	\$269
Surface Laptop Studio	\$189	\$289	\$229	\$329		
Surface Studio	\$499		\$769	\$869		
Type Cover/Pro Keyboard	\$25					
Drive Retention	\$35 add on	\$35 add on	Included	Included	Included	Included
Prepaid Shipping	✓		✓		✓	
Mechanical Breakdown	✓		✓		✓	
Advanced Exchange	✓		✓		✓	
Drive Retention			✓		✓	
Next Business Day Replacement			✓ ⁵		✓ ⁵	
On-site Repair Next Business Day					✓ ¹	



Customer Choice in Service and Repair

Microsoft is moving away from an exchange-only model to a more serviceable product line, enabling you to maximise your return on investment for devices and helping Microsoft and customers achieve sustainability goals.

Customer self-repair

Maximise user productivity by reducing device downtime, giving your in-house skilled technicians the flexibility to repair these devices themselves using well-defined self-repair⁶ guidance, or to swap devices — whatever best fits your organisation's priorities and business needs.

Skilled technicians can self-repair⁶ components of Surface devices following the appropriate [Microsoft Surface Service Guide](#):

Self-repair with Microsoft replaceable components does not affect Microsoft's Limited Hardware Warranty on a Surface device. However, any damage that a customer causes to the device or replacement component will not be covered under Microsoft's Limited Hardware Warranty. Similarly, any damage that a customer causes to the device will not be covered by a purchased protection plan.

Authorised Service Provider (ASP)

Microsoft ASPs perform repairs and provide a tailored service experience on behalf of Microsoft.

Microsoft has established a growing ASP network to expand customer repair options across Australia. For more information, [click here](#).

ASPs have a direct relationship with Microsoft and access to Microsoft support. ASPs use genuine Microsoft parts for in-warranty and out-of-warranty repairs.

ASP technicians are required to complete Surface device repair and service training on an ongoing basis.

Microsoft recently announced a partnership with iFixit. Now ASPs can purchase official Microsoft service tools for Surface devices to help repair consumer and enterprise Surface devices.

NEW: Extended Hardware Service Plus with On-site repair

A Microsoft technician comes to your location of choice (home or office) to repair a covered Microsoft Surface device.

Available on the Surface Pro 9, Surface Pro 9 with 5G and Surface Laptop 5.

On-Site repair is only available within supported postal codes on eligible devices.

Customers must ensure all responsibilities to schedule and prepare for an on-site repair appointment are met before a repair appointment can begin.

On-Site repair appointments are only available in specific service-supported postal codes. For more information, please refer to [this page](#).

Between 9:00 am to 5:00 pm (AET local time), during a regular business day. "Business Day" refers to Monday through Friday, excluding local public holidays.

1. On-site service is available for eligible devices after an agent has confirmed an order placed by 2:30pm AET, available parts and customer location in Next Business Day coverage area. Refer here for postcodes: learn.microsoft.com/en-us/surface/surface-australia-onsite-service-repair#postal-codes-for-availability

2. Microsoft's Limited Warranty is in addition to any right you may have under consumer or other laws applicable to you.

3. Advanced Exchange Service is available at no additional charge with Microsoft's Limited Hardware Warranty for eligible devices. Restrictions apply. See Surface for Business warranty page for AES terms and conditions

4. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Devices returned to Microsoft with a missing SSD are subject to a SSD replacement fee unless the device is enrolled in the Drive (SSD) Retention offer.

5. Next Business Day Shipping following order placement by 2:30pm AET and customer location in Next Business Day coverage [area](#), subject to availability of local courier partners.

6. Customer self-repair is only available on Microsoft devices with a removable component per the product's technical specifications. Microsoft recommends that self-repair be performed by technically inclined individuals with the knowledge, experience and required tools, while following a [Microsoft Service Guide](#). Device damage caused during a repair will not be covered under Microsoft's Hardware Warranty or extended protection plans.