

Microsoft Surface Warranty & Protection Plans

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Warranty Information

When buying any Microsoft Surface Device through Bytes, 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 standard Surface protection starts on the day of purchase. To maximise 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.

Maximise 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

- Mechanical breakdown – Cover your devices against unintentional mechanical failure.²
- Accidental Damage – Cover your device against damage caused by accidents, including cracked screens, spills and power surges.²

Secure

- Drive Retention – Retain the SSD from your device during a service event, empowering you with more control over your security. You will receive an exchange device which includes a new SSD, and there will be no fee when you return the damaged device without its original SSD

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Respond

- [Advanced Exchange³](#) – A replacement device will be shipped to your premises before you return the defective device.

Support

- [Learn](#) how to plan, deploy and manage Microsoft Surface devices.
- [Review](#) your Microsoft Warranty and Protection Plan Terms & Conditions.
- [Deploy](#) Microsoft Surface Diagnostic Toolkit for Business.

NB *Protection Plan must be purchased within 45 days of device purchase and cannot be sold as a standalone product.*

For full information on all Microsoft Surface Warranty and Protection Plans, including Terms and Conditions click [here](#)