



Compare Plans

Commercial



Warranty options	Standard	Extended Hardware Service	Complete for Business	Complete for Business Plus ¹
Plan Essentials				
Warranty coverage	Included	Add on upgrade with purchase	Add on upgrade with purchase	Add on upgrade with purchase
Plan duration	2 years	3 or 4 year plans available	2, 3 or 4 year plans available	2, 3 or 4 year plans available
Activation	Upon device deployment	Within 45 days of device purchase	Within 45 days of device purchase	Within 45 days of device purchase
Replacement timeline (business days)	5-8	3-5	3-5	Next Business Day ²
Complete Concierge ³				✓
Technical Support	90 days	90 days	2, 3 or 4 years	2, 3 or 4 years
Coverage				
Manufacturer's defects, including battery	✓	✓	✓	✓
Accidental damage including cracked screens, spills, power surges, etc.			2 claims, no excess	2 claims, no excess
Device Replacement				
Prepaid return shipments	✓	✓	✓	✓
Advanced exchange	✓ ⁴	✓	✓	✓

1. Minimum order quantity of 50 units

2. Next Business Day replacement will apply after an agent has determined a replacement device is required, available inventory, and order placement by 1pm AEDT (Australia), restricted post codes QLD/NSW/ACT/VIC

3. Tailored onboarding, customised on-site training, subject to scheduling availability

4. Only available for Surface Pro 6 for Business and Surface Laptop 2 for Business customers who receive Advanced Exchange expedited device replacements at no additional charge



Compare Plans

Education



Warranty options	Standard	Extended Hardware Service	Complete for Business	Student Warranty Basic	Student Warranty Premium
Plan Essentials					
Warranty coverage	Included	Add on upgrade with purchase	Add on upgrade with purchase	Add on upgrade with purchase of any EDU qualified device	Add on upgrade with purchase of any EDU qualified device
Plan duration	2 years	3 or 4 year plans available	2, 3 or 4 year plans available	3 years	3 years
Activation	Upon device deployment	Within 45 days of device purchase	Within 45 days of device purchase	At time of device purchase	At time of device purchase
Coverage					
Manufacturer's defects, incl battery	✓	✓	✓	✓	✓
Accidental damage, incl cracked screens, spills, power surges, etc.			2 claims, \$0 excess per claim	2 claims per warranty term \$99 excess per claim ¹	3 claims per warranty term \$99 excess per claim ¹
Device Replacement (business days)					
Prepaid return shipments	✓	✓	✓	✓	✓
Advanced exchange 3-5 days	✓ ³	✓	✓	✓	✓
HotSwap immediate replacement ²			✓	✓	✓
Support					
Concierge: onboarding, deployment resources & guidance			✓	✓	✓
Teacher training, webinars for IT Pros			✓	✓	✓

1. Invoices payable by schools, not end users

2. HotSwap service available via Surface Education Resellers

3. Only available for Surface Pro 6 for Business and Surface Laptop 2 for Business customers who receive Advanced Exchange expedited device replacements at no additional charge