

Warranty & Protection Plans

Devices:

Surface Laptop 6, Surface Pro 10, Surface Laptop Studio 2, Surface Laptop Go 3, and Surface Go 4. Includes ARM based and X86 based devices.

Countries:

Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom

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 Accidental Damage Protection	Microsoft Accidental Damage Protection Plus
Coverage Availability	1 year	Up to 2, 3 or 4 years	Up to 2, 3 or 4 years	Up to 2, 3 or 4 years	Up to 2, 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			✓		✓

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. Next Business Day Exchange not available in Cyprus.
- Warranty and Protection Plans vary by market. Please visit the [Surface Warranty and Protection Plan](#) page to see availability.
- Accidental Damage Protection (ADP) cannot be purchased without Extended Hardware Service (EHS). Accidental Damage Protection Plus (ADP+) cannot be purchased without Extended Hardware Service Plus (EHS+). EHS/ADP and EHS+/ADP+ durations must match.
- ADP/ADP+ in all European markets, and EHS/EHS+ in Malta, are classified as insurance products per local regulations. Due to insurance regulations, please reach out to your Microsoft account manager or Direct Sales representative on how to purchase Microsoft protection plans in Europe.

Resources:

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