

Surface standard warranty and Microsoft Complete for Surface

Your new Surface comes with a one-year limited hardware warranty and 90 days of technical support.

Applies to

Surface Book, Surface Pro 4, Surface 3, Surface Pro 3, Surface 2, Surface Pro 2, Surface Pro.

In addition to the standard limited warranty, you may also have the option to purchase additional protection for your Surface. (Not available in all markets.)

This page describes the warranty and service options available for Surface.

Business customers: See [Surface Support for business](#) for more information about warranty, service, and extended service plans.

Standard limited warranty coverage

With the standard limited warranty you get:

- One year of warranty for hardware defects and malfunctions.
- 90 days of technical support for preinstalled software from the experts at the Microsoft Answer Desk for Surface.

Microsoft Complete

With Microsoft Complete, you get:

- Two years of technical support from the Answer Desk.
- An additional year of limited warranty coverage.
- Two years of accidental damage protection—even from drops and spills.*

You can add Complete up to 45 days after purchase. Just bring your device to a Microsoft retail store for inspection and processing.

You can also add Microsoft Complete when purchasing a Surface, Surface Pro, or Surface Book from the Microsoft Store. Here's how:

Step 1: In a Web browser, go to the [Microsoft Store](#).

Step 2: Select the Surface device you want to purchase, choose the quantity, and select **Add to cart**.

Step 3: Under **Protect your new Surface for 2 years**, select the check box.
This will add Microsoft Complete to your cart.

Step 4: Add a Cover and any other accessories you want, and then select **Review and checkout**.

*Deductible applies for accidental damage claims; limit: two claims.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.