

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.

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:

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

Microsoft Complete

With Microsoft Complete, you get:

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

You can buy Microsoft Complete within 45 days of the Surface date of purchase. Buy it with your Surface at a [Microsoft Store](#). Or, after purchase, you can [contact us](#) to buy Microsoft Complete.

*Deductible applies for Accidental Damage Claims: Limit 2 Claims

Ongoing technical support

You can contact [Answer Desk](#) with your questions even after your warranty runs out. (Fees may apply.)

How can I tell if my Surface is still under warranty?

Check your warranty status online. If you have registered your Surface, click the Sign In link at the upper right of this website. Or, see [Register your Surface](#).

Business customers: Check the status of your warranty by visiting the [Business Online Service Center](#). For more info, see [Surface Support for Business](#).

Note

The start date for your Surface Limited Hardware and Service Warranty is based on the purchase date.

What is my warranty after my Surface is replaced?

We provide a post-service warranty for devices that have been serviced or replaced by our service center. The length of the warranty depends on whether the service was in-warranty or out-of-warranty:

- **In-warranty service:** If your Surface was serviced or replaced within the original warranty period, you receive either the balance of your original hardware warranty or 90 days, whichever is longer.
- **Out-of-warranty service:** If your Surface was serviced out of the original warranty period, your replacement or serviced device will have a 90-day hardware warranty.

Can I get service if I don't have warranty coverage?

If the problem with your Surface is not covered by the warranty or if your warranty has expired, your Surface may be eligible for out-of-warranty service for a fee. To learn more, [contact us](#).

Business customers: See [Surface Support for Business](#) for more info.

- [Contact Us](#)

Operating Hours

Monday through Friday

- 8 am - 12 am (Eastern Time)
- 5 am - 9 pm (Pacific Time)

Saturday and Sunday

- 9 am - 6 pm (Eastern Time)
- 6 am - 3 pm (Pacific Time)

