

ADVANCED EXCHANGE SERVICE TERMS AND CONDITIONS

These terms and conditions apply to Advanced Exchange Service (“AES”). With AES, Microsoft will ship a replacement device (“**Advanced Exchange Device**”) to you in advance of our receipt of an eligible and covered device when you submit a service request for an eligible Microsoft Surface for Business device (“**Microsoft Device**”), if the service is covered under Microsoft’s Limited Hardware Warranty or, when purchased, a commercial [Microsoft Protection Plan](#) (Extended Hardware Service or Microsoft Complete).

AES is included at no additional charge with the following eligible products:

| Eligible Commercial Surface for Business Devices in the United States ¹ | | | |
|--|---------------------|---------------|-------------------|
| Surface Pro 6 | Surface Laptop 2 | Surface Pro 7 | Surface Pro X |
| Surface Laptop 3 | Surface Book 3 | Surface Go 2 | Surface Laptop Go |
| Surface Pro 7+ | Surface Laptop 4 | Surface Go 3 | Surface Pro 8 |
| Surface Laptop Studio | Surface Laptop Go 2 | Surface Pro 9 | Surface Laptop 5 |

If your Microsoft Device qualifies for AES and you select the AES option when submitting a service request, Microsoft will ship an Advanced Exchange Device to your designated location. For information about shipping, please see aka.ms/repairability.

You must ship the original Microsoft Device to Microsoft within ten (10) calendar days from the date Microsoft ships the Advanced Exchange Device to you (“**Return Period**”).

When you select AES during your request for a covered service, you AGREE to the following terms:

1. Your Microsoft Device will not qualify for AES if the device is damaged or is not covered under Microsoft’s Limited Hardware Warranty or Protection Plan.
2. The Advanced Exchange Device will be shipped to you in a box that includes a prepaid shipping label.
3. Use the same box in which the Advanced Exchange Device arrived and the enclosed prepaid shipping label to return the original Microsoft Device. You must ship your original Microsoft Device within the Return Period.
4. To help ensure the original Microsoft Device is returned, Microsoft may ask you to provide a valid credit card number.
5. **You will be assessed a fee equal to Microsoft’s retail price of the Advanced Exchange Device plus a shipping & handling fee if: (a) you do not return the original Microsoft Device within the Return Period, (b) the Microsoft Device is no longer covered by or is excluded from Microsoft’s Limited Hardware Warranty or Protection Plan, or (c) the Microsoft Device you returned does not match the serial number you provided in your service request.** If Microsoft has asked you for your credit card number, YOUR CREDIT CARD WILL BE CHARGED AUTOMATICALLY for this fee. Your credit card will not be charged otherwise.

¹ Products and services vary by market and are subject to change.