

Microsoft Surface Frequently Asked Questions

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General Questions

Where can I find technical specs?

- Visit our Partner Resources at: <https://www.synnecorp.com/us/microsoft/surface/>
- [Surface Reseller Alliance Portal](#)

Where can I find Marketing Resources?

- Visit our Partner Resources at: <https://www.synnecorp.com/us/microsoft/surface/>
- [Surface Reseller Alliance Portal](#)

What Surface devices are currently available?

- Surface Pro 6
- Surface Book 2
- Surface Studio 2
- Surface Laptop 2
- Surface Go
- Surface Go EDU
- Surface accessories
 - Includes Surface Headphones
- Limited availability for EOL products – while supplies last

What is the Country of Origin for Surface Products?

- The Country of Origin (COO) for Non-TAA Surface Product is China
- The COO for TAA **DEVICES** is Mexico
- **To ensure you have the most updated information about COO, please reach out to Microsoftsurface@synnex.com.*

Can I add RAM to Surface devices?

- No. Surface hardware cannot be changed from the configuration in which it was purchased.

Who should I contact for Surface-related questions?

- microsoftsurface@synnex.com

What is the difference between "ADR" and "DMP"?

- Authorized Device Reseller ("ADR"): Microsoft managed Surface resellers. These accounts are selected and managed by a Microsoft Surface Sales Specialist.
- Distributor Managed Partner ("DMP"): Distribution Managed Partners are nominated to Microsoft by a distributor. If approved, these accounts are managed by distribution and do not have a dedicated Microsoft Surface Sales Specialist.

Surface Pro 6 for Business

What operating system comes on the Surface Pro 6?

- Windows 10 Pro
 - See section "Windows 10 Pro vs. Windows Home" for more information

Where can I find all the Tech Specs for Surface Pro devices?

- [Tech Specs](#)

Is there a difference between Surface Pro 6 for Business and Surface Pro 6 at the Microsoft Store?

- Yes, with the latest line of products, Microsoft has differentiated the commercial offerings to include Windows 10 Pro as the native OS. Additionally, the i5 processor in these devices are slightly improved over the consumer equivalent. Lastly, Advanced Exchange is included at no additional cost.
- Please see more information [here](#).

How many cores does the SP6 have?

- SP6 Core i5 and i7 each have a total of 4 cores.

Does Surface Pro support 4K video?

- Yes, both SP6 and Surface Book devices support 4K video.

Can the Surface Pro be downgraded to Windows 8.1?

- NO. Surface Pro was engineered to enable the best possible experience with Windows 10.

Is there a 4G/LTE Option on Surface Pro?

- Yes. LTE enabled Surface Pro devices are currently available.

Which carriers can support the Surface Pro LTE device?

- The Surface Pro LTE devices are unlocked for the end user to choose their carrier. Supported carriers are Verizon, T-Mobile, AT&T, and Sprint.

Who can I reach out to about carrier activations for the Surface Pro LTE device?

- The SYNNEX Mobility Team prides itself on their carrier relationships. Reach out to wirelessales@synnex.com to find out how to activate the devices and make more money!

How long does the Surface Pro battery last?

- Up to 13.5 hours.

What ports are included on Surface Pro?

- Full-size USB 3.0
- microSD™ card reader
- Mini DisplayPort
- Cover port
- Headset jack

- Surface Connection

Surface Book 2

What operating system comes on the Surface Book 2?

- Windows 10 Pro
 - See section *"Windows 10 Pro vs. Windows Home"* for more information

Where can I find all of the Tech Specs for the Book 2?

- <https://www.microsoft.com/en-us/surface/devices/surface-book-2/tech-specs>

Where can I find more information regarding Surface Book Processors?

- Please visit <http://ark.intel.com/compare/88190,88192>

What are the Surface Book 2 Dimension options?

- Surface Book 2 13.5":
 - i5: 12.3" x 9.14" x 0.51"-0.90"
 - i7: 12.3" x 9.14" x 0.59"-0.90"
- Surface Book 2 15":
 - 13.5" x 9.87" x 0.568-0.90"

Does Surface Book support 4K video?

- Yes, both SP4 and Surface Book devices support 4K video.

Can the Surface Book be downgraded to Windows 8.1?

- NO. Surface Book was engineered to enable the best possible experience with Windows 10.

Can Surface Book be upgraded to have 4G/LTE capability?

- No, the only device designed for LTE is the Surface Pro LTE device.

How long does the Surface Book battery last?

- Up to 17 hours

What ports are included on Surface Book?

- Full-Size SD Card
- (2) USB 3.0 ports
- (1) USB C port
- Headphone jack

- (2) Surface Connect Ports
- Hall effect

Surface Studio 2 for Business

What operating system comes on the Surface Studio?

- Windows 10 Pro
 - See section "*Windows 10 Pro vs. Windows Home*" for more information

What's included with the Surface Studio device?

- Surface Pen
- Surface Keyboard
- Surface Mouse
- Power cord with Grip Release Cable

What Pricing Programs do Surface Studio 2 devices qualify for?

- Surface Studio qualifies for Deal Registration and Bid Grid.
- Surface Studio **does not** qualify for Special Pricing.

Surface Laptop 2 for Business

What operating system comes on the Surface Laptop?

- Windows 10 Pro
 - See section "*Windows 10 Pro vs. Windows Home*" for more information

What's included with the Surface Laptop device?

- Power cord

Where can I find all the Tech Specs for Surface Laptop 2?

- [Tech Specs](#)

Is there a difference between Surface Laptop 2 for Business and Surface Laptop 2 at the Microsoft Store?

- Yes, with the latest line of products, Microsoft has differentiated the commercial offerings to include Windows 10 Pro as the native OS. Additionally, the i5 processor in these devices are slightly improved over the consumer equivalent. Lastly, Advanced Exchange is included at no additional cost.
- Please see more information [here](#).

Surface Go/Surface Go EDU

What operating system comes on the Surface Go/Surface Go EDU device?

- Windows 10 Pro
 - See section "Windows 10 Pro vs. Windows Home" for more information

What ports come on the Surface Go?

- 1 USB-C, 1 Surface Connect, 3.5mm headphone jack, 1x microSDXC card reader, Surface Type Cover port

What is the difference between the Surface Go and Surface Go EDU part?

- The physical device is the same; the only difference is that the EDU parts are specifically for education end customers. While other products utilize an EDU promo code for EDU discounts, the Surface Go has EDU-specific parts instead.

Is the Surface Pen compatible with Surface Go?

- Yes, the Surface Pen is compatible with Surface Go.

Is there a 4G/LTE Option on Surface Go?

- Yes. LTE enabled Surface Go devices are currently available (KC2-00001, KFY-00001).

Which carriers can support the Surface Pro LTE device?

- The Surface Go LTE devices are unlocked for the end user to choose their carrier. Supported carriers are Verizon, T-Mobile, AT&T, and Sprint.

Who can I reach out to about carrier activations for the Surface Pro LTE device?

- The SYNNEX Mobility Team prides itself on their carrier relationships. Reach out to wirelessales@synnex.com to find out how to activate the devices and make more money!

Windows 10 Pro vs. Windows Home

What is Windows 10 Pro?

- Windows 10 Pro is built for business. All the features of Windows 10 Home plus powerful management tools and enterprise grade security.

What is Windows 10 Home?

- As the name suggests, Windows 10 Home is primarily created for use in homes. It has all the major Microsoft features of Windows 10, but it lacks some control over sensitive features and excludes advanced features that are needed by power users. **Windows 10 Home is available through the retail channel, NOT distribution.**

How does Windows 10 S compare to Windows 10 Home and Windows 10 Pro?

- Windows 10 S is a specific configuration of Windows 10 Pro and has many of its features, but for security and performance it exclusively runs apps from the Windows Store and uses Microsoft Edge as its default browser.

Who is Windows 10 Pro designed for?

- Windows 10 S was inspired by students and teachers and it's the best Windows ever for schools. It's also a great choice for any Windows customer looking for consistent performance and advanced security. By limiting apps to those in the Windows Store, Windows 10 S is ideal for people who have everything they need in the Windows Store and prefer the peace of mind that comes with removing the risk of downloading apps from other places.

Which apps and hardware work with Windows 10S?

- Windows 10 S works exclusively with compatible apps from the Windows Store. Since Windows 10 S has just been recently announced, we are working with our partners on app compatibility and to provide more detailed information. Many hardware peripherals (such as printers) that work with Windows 10 today will work with Windows 10 S, but may have limited functionality. Since Windows 10 S has just been recently announced, Microsoft is working with partners to provide more detailed information.

I bought an app on another Windows 10 PC. Can I use it on my Windows 10S PC?

- Apps purchased from the Windows Store are linked to your Microsoft account. In most cases, if you install an app from the Windows Store on another Windows 10 PC, you should be able to install it on your Windows 10 S configured PC if you sign in with the same Microsoft account.

Accessories

Are Surface Pro accessories compatible with Surface Pro 6?

- Surface Pro type covers will work on SP6.
- The new Surface Pro Pen is backwards compatible, and all the new functionality works on the SP6. Customers will need to be running Win10 to use the Cortana (hold button) feature, but oneclick to OneNote and two click for screenshot will work with both devices.
- All adapters are compatible with Surface Pro and Surface Pro 6 including:
 - HVU-00001
 - Ejq-00001
 - EJU-00001
 - EJS-00002
 - P3Q-00001
- Docking station is compatible with Surface Pro, Surface Pro 6, Surface Book, Surface Laptop and Surface Laptop 2.

What ports are included on Docking Station?

- (2) Mini Display Ports

- Gigabit Ethernet
- (4) USB 3.0 ports
- 3.5mm audio

Where can I find examples of what the different type covers look like?

- <https://www.microsoft.com/en-us/surface/accessories/browse#KeyboardCovers>

What accessories were created specifically for Surface Go?

- Surface Mobile Mouse (KGZ-00001, KGZ-00011, KGZ-00021, KGZ-00031)
- Surface Go Type Cover (KCN-00001, KCT-00001, KCT-00021, KCT-00041)
- Power Supply (LAC-00001)

Where do I get a car charger for the Surface?

- There are no Surface first party device car chargers available

What comes with each individual device?

- **Surface Book** - With each device purchase, you automatically also receive a power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Book2**- With each device purchase, you automatically also receive a power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Pro** – With each device purchase, you automatically also receive a power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Pro 6**-With each device purchase, you automatically also receive a power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Studio** – With each device purchase, you automatically also receive a power adapter, one-year standard warranty, Surface Pen, Ergonomic Keyboard, and Surface Mouse.
- **Surface Studio 2**- With each device purchase, you automatically also receive a power adapter, one-year standard warranty, Surface Pen, Ergonomic Keyboard, and Surface Mouse.
- **Surface Laptop** – With each device purchase, you automatically also receive the power adapter and one-year standard warranty. DOES NOT SHIP WITH SURFACE PEN.
- **Surface Laptop 2**- With each device purchase, you automatically also receive the power adapter and one-year standard warranty. DOES NOT SHIP WITH SURFACE PEN.
- **Surface Go** - With each device purchase, you automatically also receive the power adapter and one-year standard warranty. DOES NOT SHIP WITH SURFACE PEN.
- Type covers and docking stations are not included unless specifically noted.

Does Office365 come with the devices?

- A trial version of Office365 comes preinstalled on the device. Reach out to MSFTEast@synnex.com or MSFTWest@synnex.com to learn more about Microsoft Licensing Options.

What does the Pen Tip Kit contain?

- Pen Tip Kit contains 1 kit with 3 different types of pen tips. (Part: GFV-00001)

How do I hook up an external display?

- EJU-00001- HDMI adapter

- EJQ-00001 - VGA adapter (from the miniDP port)
- MDP2DPMM6 - Full DisplayPort adapter
- MDP2DVI3 - DVI-D adapter
- USBVGAE3 - External USB to VGA video card

How many monitors can I hook up to one Surface Pro or Surface Pro 6?

- Windows limits the total number of screens to 3 including the Surface Pro or Surface Pro 6 screen. Surface Pro or Surface Pro 6 screen itself counts as one monitor out of a maximum of 3 supported by Windows, although you can turn off the Surface screen and use 3 external monitors. There are also resolution limitations.

How long is the battery life on the Surface Headphones?

- Up to 15 hours (with music playback over Bluetooth, ANC on, hands-free Cortana enabled), Charge via USB-C

What inputs are on the Surface Headphones?

- USB-C connector and 3.5 mm audio connector

What software is compatible with the Surface Headphones?

- Windows 10, iOS, Android, MacOS

What buttons/controls are on the Surface Headphones?

- Power button, Mute button, Volume dial (right ear), Noise Cancellations dial (left ear)
- Play/Pause: automatically pause when taking the headphones off
- Previous/Skip songs: Previous song: tap three times on the dial – to skip: tap twice on the dial
- Answer/End/Decline Calls: To answer/end a call, double tap the dial – to decline: tap and hold dial

Can you use headphones hands-free?

- Yes, with Cortana

How do you setup/configure your Surface Headphones?

- Go to surface.com/headphones

Surface Reseller Authorization/Operations

How do I become authorized to sell Surface device through SYNNEX?

- Reach out to microsoftsurface@synnex.com to request an authorization request form. It will be reviewed, and reseller will be put on the authorization waiting list.

If I am authorized to sell Surface devices through another distributor, am I authorized at SYNNEX too?

- No. Each distributor is able to nominate accounts for authorization.

Can I be authorized to sell Surface through multiple distributors?

- Yes.

Does Surface Authorization include Surface Hub?

- No. Surface Hub authorization is a separate approval.

Does Surface Authorization include Surface Studio?

- Yes. Microsoft has approved all Surface authorized resellers to purchase Surface Studio.

Can I sell into retail space (Amazon, eBay, etc.)?

- **Absolutely NOT!** Devices and accessories purchased through commercial channels can only be sold into commercial space; they cannot be sold to individual end users. Resellers caught violating this rule will be removed from the program.
- The only exception is College/University Bookstores.

Can the devices be shipped to the reseller or must they be shipped directly to the end user?

- All orders require end user information and must be shipped to the end user (unless an exception is granted because of services being offered by the reseller).

How do I get a quote?

- Please send your quote request to your SYNNEX sales team's email and copy the Microsoft Surface team alias (microsoftsurface@synnex.com). For quickest turnaround, consult our Surface SKU list for the appropriate part numbers and include them in the request.

Are EDU discounts available to just anybody?

- EDU discounts are available to Educational end users ONLY.
- Microsoft monitors where these are shipped to and resellers caught violating this rule will be removed from the program.

Is it necessary to get Surface authorization if an unauthorized reseller just wants to purchase accessories?

- Surface accessories follow the same rules as Surface devices. If a reseller is not authorized, they cannot sell any Surface-specific Microsoft parts of any kind.

What extra discounts can I get if we need to get the price lower?

- The only discounts we can give (besides already-discounted bundles or demo units) are Bid Grid, Deal Registration, and Special Pricing (also called Volume Discount).
- Microsoft periodically runs promotions that can also be utilized.

Pricing Programs

What pricing programs are available?

- Pricing Programs can be divided into 3 categories:
 - Core Pricing Programs:
 - Bid Grid
 - Deal Registration
 - Special Pricing
 - Specialty Pricing Programs:
 - EDU
 - NASPO/DIR

- Multi-National
 - Accelerate Program
 - Non-Profit
- Quarterly Promotions
 - Non-Evergreen promotions that MSFT adds on a monthly or quarterly basis
- **Core Pricing Programs:**
 - **Bid Grid**
 - Tiered rebate for resellers purchasing **5-499** devices at a time.
 - End User Information is required at the time of sale, cannot be the same as Reseller.
 - Quantities **MUST** be placed on ONE PO (no roll outs).
 - This rebate is setup to auto-populate in the system when you have entered the deal quantity.
 - These rebates can combine with Deal Registration, but cannot combine with Special Pricing.
 - Not all SKUs qualify for Bid Grid. Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs.
 - Discount must be applied at time of shipment and cannot be added after product ships.
 - End Customer name must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - **Deal Registration**
 - An opportunity must be projected to reach a minimum quantity of **50 devices** to qualify for Deal Registration.
 - Microsoft offers a % discount off MSRP for the first reseller to register a deal.
 - DMP accounts must submit completed Deal Registration/Special Pricing form to microsoftsurface@synnex.com. SYNEX will submit form to Microsoft on your behalf.
 - ADR accounts submit their own opportunities to Microsoft.
 - Microsoft will respond with approvals or denials within 2 business days.
 - Synnex will provide a quote with the reflected discount approved by Microsoft.
 - Deal Registration can combine with Special Pricing OR the auto-populating Bid Grid on eligible SKUs. (Keep in mind the rules of Bid Grid when considering pricing)
 - Deal Registration discounts allows roll outs and the discount will not change. The Bid Grid discount may change based on QTYs purchased at different times during the rollout.
 - Discount must be applied at time of shipment and cannot be added after product ships.
 - End Customer name must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
 - **Special Pricing (Volume Discount)**
 - An opportunity must be projected to reach a minimum quantity of **500 devices** to qualify for Special Pricing.
 - Replaces bid grid discounts and cannot combine with bid grid.
 - Approved discount varies based on SKUs and QTYs.
 - You can combine various device models/SKUs, if total QTY is 500+
 - More than one reseller can receive Special Pricing for the same opportunity.

- DMP accounts must submit completed Deal Registration/Special Pricing form to microsoftsurface@synnex.com. SYNEX will submit form to Microsoft on your behalf.
 - ADR accounts submit their own opportunities to Microsoft.
 - Microsoft will respond with approvals or denials within 1-2 business days
 - Synnex will provide a quote with the reflected Special Pricing approved by Microsoft.
 - Can combine with Deal Registration Discount Approvals and allows rollouts. Pricing will not change based on line item QTY.
 - Discount must be applied at time of shipment and cannot be added after product ships.
 - End Customer name must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
- **Specialty Pricing Programs**
 - **EDU**
 - Qualified EDU end customers are eligible for a 5% discount off MSRP
 - Not all skus qualify for discounts
 - EDU discounts can combine with Bid Grid and Deal Registration.
 - End Customer must be a qualified EDU entity and must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
 - **NASPO/DIR**
 - Resellers that qualify for NASPO/DIR discounts are chosen by Microsoft. To see if your account qualifies, please reach out to microsoftsurface@synnex.com .
 - Qualified customers are eligible for a 5% discount off MSRP.
 - NASPO/DIR discounts can combine with Bid Grid and Deal Registration.
 - End Customer must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
 - **Multi-National**
 - Resellers that qualify for Multi-National discounts are chosen by Microsoft. To see if your account qualifies, please reach out to microsoftsurface@synnex.com .
 - Opportunity must meet minimum of 1000 devices and 3 geographies
 - Qualified customers are eligible for a discount off MSRP which varies based on SKU and QTY.
 - Multi-National discounts cannot combine with any other pricing programs
 - End Customer must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
 - **Accelerate Program**
 - Resellers that qualify for the Accelerate Program discounts are chosen by Microsoft. To see if your account qualifies, please reach out to microsoftsurface@synnex.com .
 - Qualified customers are eligible for a discount off MSRP which varies based on SKU and QTY.

- Accelerate Program discounts cannot combine with any other pricing programs
- End Customer must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
- Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.
- **Non-Profit**
 - Resellers that qualify for the Accelerate Program discounts are chosen by Microsoft. To see if your account qualifies, please reach out to microsoftsurface@synnex.com .
 - Qualified customers are eligible for a discount off MSRP which varies based on SKU and QTY.
 - Accelerate Program discounts can combine with Bid Grid and Deal Registration
 - End Customer must be listed on reseller order to Synnex at time of sale or reseller may be billed back for the discounts used.
 - Please reach out to microsoftsurface@synnex.com for updated list of qualifying SKUs and pricing programs.

What CORE pricing programs can I stack/combine?

- Bid Grid STACKS with Deal Registration on Opportunities QTY 5-499 eligible device SKUs.
- Special Pricing STACKS with Deal Registration on Opportunities QTY 500+ eligible device SKUs.
- Bid Grid DOES NOT STACK with Special Pricing.
- Please reach out to microsoftsurface@synnex.com for questions regarding current promotions.

Do accessories qualify for Pricing Programs?

- Microsoft does not approve Bid Grid, Deal Registration, or Special Pricing discounts on MOST accessories.
- Surface Pens (parts: EYV-00009 and EYV-00001) do qualify for bid grid discounts at QTY 50-499.

How do I get a Deal Registration or Volume Discount extended?

- DMP Accounts:
 - Send a request to microsoftsurface@synnex.com. Email must include:
 - Case Number
 - Pre-sales activity explanation
 - Reason for extension
- ADR Accounts:
 - Submit your extension request through your Deal Registration portal.

End Customer Information Requirement

- Any Surface order that uses a Microsoft promotion requires end customer information at time of sale. The end customer cannot be the same as the reseller. This is a Microsoft requirement and SYNNEX holds to right to bill back any reseller that cannot provide end customer information.

Demos

What is the discount offered on demo units?

- Discount offered is 50% off MSRP. This discount will not vary.
- Demo units are not eligible for rebates, promotions, pricing programs or other incentives from Microsoft.

What is the Microsoft Surface demo program?

- The Program is comprised of two programs, the **Business Development Demo Program** and the **Deal Registration Demo Program**. The two programs offer different paths to acquiring Demo units for different use scenarios.

What is the discount offered on demo units?

- Discount offered is 50% off MSRP. This discount will not vary.

What is the Business Development Demo Program (Internal Reseller Purchase)?

- Each half of the calendar year, Resellers are eligible to purchase a number of Demo units decided by Distributor, based on Microsoft guidance, as part of the Business Development Demo Program.

Can Demo devices purchased through the Business Development Demo Program be sold?

- **Absolutely NOT!** These Demo units are not-for-resale. They should be purchased for Reseller internal business development purposes only, e.g. customer-facing events, internal use, loaning to customers, or other Reseller internal business development purposes.

How does a reseller purchase demo units as part of a Business Development Demo Program?

- Reseller must provide to Distributor, at time of purchase, a description of reason for purchase, and the number of Demo units requested.

How many demo units can a reseller purchase for internal use as part of the Business Development Demo Program?

- Reseller may not order more than the number designated by Distributor based on guidance from Microsoft Business Development Demo Program.
- Reseller purchases of Demo units for the Business Development Demo Program must not exceed the eligible number in the below chart.

Previous Half's purchases from Distributor	Eligible Number of Demo units
<\$10,000	1
\$10,00 to \$50,000	2
\$50,000 to \$100,000	5
\$100,000 to \$500,000	10
\$500,000 to \$1,000,000	20
>\$1,000,000	40

Can an extended warranty be added to a demo device purchased through the Business Development Demo Program?

- These devices are not eligible for extended warranty, accidental damage, or out of warranty repair service.
- The Demo units purchased through the Program will be covered by the standard warranty that comes with the device.

What is the Deal Registration Demo Program?

- Resellers are eligible to purchase Demo units for resale to customers when the sale is associated with a specific customer order that has been registered and approved by the Microsoft Deal Registration Desk. A deal may qualify for deal registration only if it exceeds a minimum order quantity of 50 units.

How does the reseller order demo units as part of the Deal Registration Demo Program?

- Reseller is required to provide Distributor, at time of purchase, the Case ID# received from the Microsoft Deal Registration Desk for the approved registered deal.

Can the reseller seed the unit(s) to the end user?

- Yes. Reseller is required to choose to either recover their cost by selling to the customer at the Reseller purchasing price, or seed the unit(s) to the customer, i.e. give the unit to the customer at no cost to the customer.
- If Reseller chooses to seed the Demo unit to the customer, then Demo units still must be included in regular sales reporting to Microsoft.

How many demo units can an end user purchase as part of the Deal Registration Demo Program?

- The Number of demo units available through the Deal Registration Demo Program is contingent upon deal size:

<u>Deal Size</u>	<u>Demo Units</u>
50-99	1
100-249	2
250-499	3
500-999	4
1000-2499	6
2500-4999	8
5000 +	10

Can an extended warranty be added to a demo device purchased through the Deal Registration Demo Program?

- These devices are eligible for extended warranty, accidental damage, or out of warranty repair service.
- The Demo units purchased through the Deal Registration Demo Program will be covered by the standard warranty that comes with the device.

Can I return a Demo?

- Not unless it's DOA.

Are demos refurbished devices?

- The discounted demo devices and demo accessories are brand new. They are not refurbished, used, or opened.

Why is it taking so long to get my demo?

- We put all demo devices on a hold (so that we can control who purchases them), and do not release the held inventory unless we're provided with a Deal Registration case number or until the reseller is qualified for an internal purchase.
- If you're waiting for a demo device, please follow up by sending your Deal Registration case number or internal order details to microsoftsurface@synnex.com and request that the device(s) be released.

Can demo accessories be purchased?

- Yes, not to exceed a 1:1 ratio of accessories to devices. **For example**, if a Deal Registration is approved for QTY 1 device, end user can purchase QTY 1 demo docking station, QTY 1 demo type cover, etc. The end user cannot purchase QTY 1 demo device and QTY 2 demo type covers.

GSA/TAA

Are there any TAA-compliant Surface devices?

- Yes. TAA SKUs are listed on our SKU list under the Surface Pro TAA tab.

What is ETA for TAA SKUs if SYNNEX doesn't currently have stock?

- Build time for TAA-compliant devices is eight to ten weeks.

What's the Country of Origin (COO) of the devices?

- Surface devices are manufactured in China. The TAA-compliant devices are manufactured in Mexico.

Warranties/Service>Returns

How do I get a Surface serviced?

- The process for resellers is as follows:
 1. Call 1-800-642-7676
 2. When Prompted:
 - Say: Technical support
 - Say: Business
 - Say: Surface
 - You will hear transfer noise, then hold music and then they will let you know you are at Devices and hardware support.
 3. When Prompted:
 - Press #2
 - Press #1
 4. The system will confirm you are in the Surface support Queue.
 5. System will ask you the following :
 - "Is this a cracked screen or other issue?" Press #1
 - "Is this for technical support?" Press #2
 6. The system will either message you that a rep will be with you shortly or ask if you want to be called back when they are available.

**If a customer has Microsoft Premier Support (which they normally know, or can ask their IT department if they aren't sure), they can log a case online through their standard support model: Microsoft Premier Online

**The customer can then use their Premier number (listed on Microsoft Premier Online) and reach a TechRouter who will create a case and have a Hardware Support Agent call the customer back (no IVR prompts – direct to TechRouter).

What's the return policy for Surface?

- DOA Devices
 - For defective devices *with* extended warranties, work with Microsoft (by calling 1-800-642-7676) to get a replacement.
 - DOA devices *without* extended warranties can be returned through SYNNEX within 30 days of purchase. (DOA Devices must be approved and shipped back to MS within those 30 Days)
 - If the RMA process falls outside of the 30-day window, please reach out to your SYNNEX internal sales team or email microsoftsurface@synnex.com to request an exception – no guarantees!
- Factory Sealed Devices
 - All sealed device returns are at discretion of Product Manager and management team and are not guaranteed. If order is under \$10k, SYNNEX will return to SYNNEX warehouse to restock 0-90 days from original ship date. If order is over \$10k, it will require additional Product Manager approval. Device must be truly factory sealed to receive credit for device. SYNNEX will not return any product that is end of life (EOL).
- DOA Accessories
 - Before 30 days: can be returned if DOA within 30 days. Submit why its DOA (detailed info required).
 - After 30 days – call Microsoft support number.
- Factory Sealed Accessories
 - All sealed accessory returns are at discretion of Product Manager and management team and are not guaranteed. If order is under \$10k, SYNNEX will return to SYNNEX warehouse to restock 0-90 days from original ship date. If order is over \$10k, it will require additional Product Manager approval. Accessory must be truly factory sealed to receive credit for device. SYNNEX will not return any product that is end of life (EOL).
- Open-box product cannot be returned unless it's DOA. If DOA, it needs to follow the procedures listed above.

What warranty comes with the device automatically?

- All Surface devices come with an automatic one-year standard warranty.

Do all Surface devices have the same warranty options?

- No. See our SKU list for more info.

What extended warranty options are available?

- **Surface Studio and Surface Studio 2**
 - W47-00007 - one-year extended warranty for a total of 2 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - W49-00009 – one-year extended warranty for a total of 2 years extended hardware service
 - A9W-00081 – two-year extended warranty for a total of 3 years extended hardware service
- **Surface Laptop and Surface Laptop 2**
 - A9W-00072 - two-year extended warranty for a total of 3 years of coverage
 - VP3-00041 - three-year extended warranty for a total of 4 years of coverage
 - JQT-00014 - EDU two-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - F9W-00094 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - HP3-00038 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)

- WJ3-00032 - Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
- W47-00089 – one-year extended Surface Laptop Complete for Business warranty for a total of 2 years of coverage
- W47-00036 – one-year extended Surface Laptop Complete for Business warranty for a total of 2 years of coverage, with express shipment included
- F9W-00145 - two-year extended Surface Laptop Complete for Business warranty for a total of 3 years coverage, with express shipment included
- HP3-00094 – three-year extended Surface Laptop Complete for Business warranty for a total of 4 years coverage, with express shipment included

- **Surface Book 2**
 - A9W-00060 - two-year extended warranty for a total of 3 years of coverage
 - VP3-00005 - three-year extended warranty for a total of 4 years of coverage
 - F9W-00083 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - HP3-00029 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - JQT-00022 – EDU two-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - WJ3-00027 – Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - W47-00088 - one-year extended Surface Book Complete for Business warranty for a total of 2 years of coverage
 - W47-00035 - one-year extended Surface Book Complete for Business warranty for a total of 2 years of coverage, with express shipment included
 - F9W-00144 - two-year extended Surface Book Complete for Business warranty for a total of 3 years coverage, with express shipment included
 - HP3-00093 - three-year extended Surface Book Complete for Business warranty for a total of 4 years of coverage, with express shipment included

- **Surface Pro and Surface Pro 6**
 - A9W-00001 - two-year extended warranty for a total of 3 years of coverage
 - VP3-00031 - three-year extended warranty for a total of 4 years of coverage
 - A9W-00005 - two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - HP3-00002 - three-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - JQT-00001 – EDU two-year extended warranty for a total of 4 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - WJ3-00018 – Enterprise two-year extended warranty for a total of 3 years of ADH coverage, which includes accidental damage protection (drops, spills, etc.)
 - W47-00090 - one-year extended Surface Pro Complete for Business warranty for a total of 2 years of coverage
 - W47-00037 - one-year extended Surface Pro Complete for Business warranty for a total of 2 years of coverage, with express shipment included
 - F9W-00149 - two-year extended Surface Pro Complete for Business warranty for a total of 3 years coverage, with express shipment included

- HP3-00092 - three-year extended Surface Pro Complete for Business warranty for a total of 4 years of coverage, with express shipment included
- **Microsoft Complete Warranty Uplifts**
 - These do not act as a warranty. They MUST be purchased with an Accidental Damage Protection warranty.
 - **HSF-00001** – Complete for Business Add On – Expedited Shipping
 - Can be added to A9W-00005, HP3-00002, CXQ-00001, F9W-00083, HP3-00029, CXQ-00002, HP3-00038, F9W-00094, CXQ-00022
 - **HSG-00001** – Complete for Business Add On – Onsite Delivery
 - Can be added to A9W-00005, HP3-00002, CXQ-00001, WJ3-00018, F9W-00083, HP3-00029, CXQ-00002, WJ3-00027, HP3-00038, F9W-00094, CXQ-00022, WJ3-00032

How much time does an end user have to purchase a warranty after the devices is purchased?

- An end user may still purchase an extended warranty if it is within 45 days of device purchase.

Can I service the Surface myself?

- No, only Microsoft can service the device because of the complexity of its design. See above information on how to have the device serviced.

What are the differences between the retail warranties and the commercial warranties?

- A device purchased through commercial distribution cannot be paired with a retail warranty, and a device purchased through retail channels cannot be paired with a commercial warranty. In other words, devices and warranties must be purchased through the same channel.
 - **Retail extended warranties:**
 - Two-year coverage available with optional Accidental Damage Protection
 - Limited phone support
 - \$49 deductible on up to two accidental damage claims (assuming accidental damage is covered by that warranty).
 - **Commercial extended warranties:**
 - Three or four-year coverage with optional Accidental Damage Protection
 - In-depth business support
 - No deductible on up to two accidental damage claims (assuming accidental damage is covered by that warranty).