



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 X
- Surface Pro 7
- Surface Laptop 3
- Surface Book 2
- Surface Studio 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 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!

Surface Pro X for Business

What processor comes with the Surface Pro X?

- Microsoft® SQ1™

How can Surface Pro X be deployed?

- Surface Pro X comes without a standard Windows .ISO deployment image, which means it's not supported on the Microsoft Deployment Toolkit (MDT) or operating system deployment methods using System Center Configuration Manager (SCCM) aka ConfiMgr. Surface Pro X can be deployed using Windows Autopilot. Intune is recommended but not required. Once deployed in Autopilot, you can join Surface Pro X devices to Azure AD or Active Directory (Hybrid Azure AD Join) where you will be able to manage the devices with Intune or co-manage them with SCCM, which will install the 32-bit x86 ConfigMgr client. (64-bit not available) Customers relying on image-based deployment should consider Surface Pro 7 while they continue to evaluate the right time to transition to the cloud.

What operating system comes on the Surface Pro X?

- 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 X devices?

- [Tech Specs](#)

Is there a difference between Surface Pro X for Business and Surface Pro X (non-business) at the Microsoft Store?

- Yes. Microsoft 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](#).

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

- Yes. All Surface Pro X devices are LTE enabled.

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 X 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!

Does the Surface Pro X use the same type cover as the Surface Pro 7?

- No. The Surface Pro X and Surface Pro 7 do not have compatible type covers.

Why does SYNNEX call the Surface Pro X keyboard a “Type Cover?”

- To eliminate confusion, SYNNEX listed the Surface Pro X keyboard as a “Type Cover” because it is not a keyboard that can be utilized with other devices.

How long does the Surface Pro X battery last?

- Up to 13 hours on typical device usage

Does Surface Pro X have a removable hard drive?

- Yes.

What ports are included on Surface Pro X?

- 2 x USB-C™
- 1 x Surface Connect port
- Surface Keyboard port
- 1 x nano SIM
- Compatible with Surface Dial* off-screen interaction

Surface Pro 7 for Business

What operating system comes on the Surface Pro 7?

- 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 7 for Business and Surface Pro 7 (non-business) at the Microsoft Store?

- Yes. Microsoft 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 SP7 have?

- SP7 Core i5 and i7 each have a total of 4 cores.

Does Surface Pro 7 support 4K video?

- Yes.

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 7 Devices?

- No.

How long does the Surface Pro 7 battery last?

- Up to 10.5 hours on typical device usage

Does the Surface Pro 7 use the same type cover as the Surface Pro X?

- No. The Surface Pro 7 and Surface Pro X do not have compatible type covers.

Does Surface Pro 7 have a removable hard drive?

- No.

What ports are included on Surface Pro 7?

- 1 x USB-C
- 1 x USB-A
- 3.5 mm headphone jack
- 1 x Surface Connect port
- Surface Type Cover port
- MicroSDXC card reader
- Compatible with Surface Dial* off-screen interact

Surface Laptop 3 for Business

What operating system comes on the Surface Laptop 3?

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

Where can I find all the Tech Specs for Surface Laptop 3?

- [Tech Specs](#)

What sizes are offered for Surface Laptop 3 devices?

- There is a 13.5" option and a 15" option.

What colors are offered for Surface Laptop 3 devices?

- The 13.5" devices are offered in four colors and two finishes.
 - Alcantara Finish
 - Platinum
 - Cobalt Blue
 - Aluminum/Metal Finish
 - Black
 - Sandstone
- The 15" devices are offered in two colors and one finish.
 - Aluminum/Metal Finish
 - Black
 - Platinum

Is there a difference between Surface Laptop 3 for Business and Surface Laptop 3 (non-business) at the Microsoft Store?

- Yes.
 - **The Operating System:** 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](#).
 - **The Processor:** The 15" Surface Laptop 3 for Business (offered through SYNNEX) has the Quad-core 10th Gen Intel Processor. The 15" Surface Laptop 3 through the Microsoft Store has the AMD Ryzen Mobile processor.

Does Surface Laptop 3 have a removable hard drive?

- Yes.

What's included with the Surface Laptop device?

- Power cord

What ports are included on Surface Laptop 3?

- 1 x USB-C
- 1 x USB-A

- 3.5 mm headphone jack
- 1 x Surface Connect port
- Compatible with Surface Dial* off-screen interaction

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.

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

Type Covers

Are Surface Type Covers compatible between all Surface families?

- No. Surface Go, Surface Pro X, and Surface Pro 7 all require different Type Covers.

What is the difference between a standard Type Cover and a Signature Type Cover?

- Signature Type Covers use Alcantara Fabric.

Is there a Slim Pen charging cradle built into all Surface Pro X Type Covers?

- No. Only the Signature Type Cover + Pen bundle includes a built-in charging cradle.

Pens

Does the Surface Pro Pen work with all devices?

- The Surface Pro Pen is backwards compatible, and all the functionality works on the SP7. Customers 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.

Does the Surface Slim Pen work with all devices?

- The Slim Pen is compatible with all Surface device, but is recommended for the Surface Pro X device.

What does the Pen Tip Kit contain?

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

Surface Docking Station and Power Supply

What ports are included on Docking Station?

- (2) Mini Display Ports
- Gigabit Ethernet
- (4) USB 3.0 ports
- 3.5mm audio

Which devices are compatible with the Surface Docking Station?

- Surface Go, Surface Pro X, Surface Pro 7, Surface Laptop 3, Surface Book 2
- Previous versions of Surface Pro, Surface Book, and Surface Laptop are also compatible.

Does the Surface Docking Station support Fast Charging?

- Yes.

Does Fast Charging work with all Surface Power Supplies?

- No. Fast charging requires 60W or power. The Power Supply that comes with the device is 65W. Older Power Supplies may not support Fast Charging.

Do all Surface Power Supplies work for all Surface families?

- No.
 - Surface Go has a specific power supply. (24W)
 - Surface Pro X, Surface Pro 7, and Surface Laptop 3 use the same Power Supply (65W)
 - Surface Book 2 has a specific power supply (102W)
 - Surface Studio 2 has a specific power supply

Surface Adapters

Are adapters compatible with all Surface devices?

- All adapters below are compatible with Surface Pro and Surface Pro 6:
 - HVU-00001
 - EJQ-00001
 - EJU-00001
 - EJS-00002
 - P3Q-00001

Is there a car charger for the Surface devices?

- There are no Surface first party device car chargers available. There are 3rd party accessories provided on the SYNNEX Surface Price List.

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

- 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.

Surface Headphones

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

Which accessories ship with each individual device?

- **Surface Go:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Go EDU:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Pro X:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Pro 7:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Laptop 3:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Book 2:** Shipped with the power adapter and a one-year standard warranty. PEN SOLD SEPARATELY.
- **Surface Studio 2:** Shipped with the power adapter, one-year standard warranty, Surface Pen, Ergonomic Keyboard, and Surface Mouse.
- 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 MicrosoftPM@SYNNEX.com to learn more about Microsoft Licensing Options.

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 HoloLens?

- No. HoloLens authorization is a separate approval.

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

**To ensure you have the most up-to-date information on pricing programs, please reach out to microsoftsurface@synnex.com.

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 **5-250+** devices at one time.
 - End User Information is required at the time of sale, cannot be the same as Reseller. If the End Customer is not listed, the reseller will be billed back for the discounts used.
 - 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.

 - Deal Registration
 - An opportunity must be projected to reach a minimum quantity of **50 devices** to qualify for Deal Registration. (25 units for Surface Studio)
 - Microsoft offers a % discount off MSRP for the first reseller to register a deal.
 - DMP accounts must submit a completed Deal Registration/Special Pricing form to microsoftsurface@synnex.com. SYNNEX 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 **1000 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 1000+
 - More than one reseller can receive Special Pricing for the same opportunity.
 - DMP accounts must submit a 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
 - SYNEX 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 quantity.
 - 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 SYNEX 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 Deal Registration.
 - End Customer must be a qualified EDU entity and must be listed on reseller order to SYNEX 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 Deal Registration.
 - End Customer must be listed on reseller order to SYNEX 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 SYNEX 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**
 - Accelerate is a consumption-based offering that begins at 1+ units and provides incremental discounts with the purchase of more devices over the course of a year. Microsoft provides updated discount tiers based on that consumption and it is managed via the same CAS# as deal registration.
 - DMP accounts must submit a completed Accelerate 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.
 - SYNEX will provide a quote with the reflected discount approved by Microsoft.
 - Accelerate pricing is a tiered, waterfall discount dependent on SKU and quantity.
 - Accelerate Program discounts can combine with 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.
- **Non-Profit**
 - Resellers that qualify for the Non-profit 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.
 - Non-Profit discounts can combine with 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 5-250+ eligible device SKUs.
- Special Pricing STACKS with Deal Registration on Opportunities QTY 1000+ 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.

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

- DMP Accounts:
 - Send an email 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.
 - Once extension is approved, reach out to microsoftsurface@synnex.com and your SYNNEX sales team for an updated quote.

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:

Deal Size (Device QTY)	Demo Units
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.

Does SYNNEX stock Demo devices?

- 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 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 TAA devices?

- Surface devices are manufactured in China. The TAA-compliant devices are currently manufactured in Mexico. There are plans to move the manufacturing to Singapore in CY20.

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:
 - o Say: Technical support
 - o Say: Business
 - o Say: Surface
 - o 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:
 - o Press #2
 - o Press #1
 4. The system will confirm you are in the Surface support Queue.
 5. System will ask you the following:
 - o "Is this a cracked screen or other issue?" Press #1
 - o "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 is SYNNEX's 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?

	Commercial Extended Hardware Service (EHS) 3 Year	Commercial Extended Hardware Service (EHS) 4 Year	Complete for Business 2 Year	Complete for Business 3 Year	Complete for Business 4 Year	Complete for Enterprise 3 Year	Complete for Business Plus Expedited Shipping 2 Year	Complete for Business Plus Expedited Shipping 3 Year	Complete for Business Plus Expedited Shipping 4 Year	Complete for Business Add On - Onsite Delivery	
SYNNEX SKUS	Surface Go	5302837	5302841	5316759	5302838	5302839	5302842	5316758	5316756	5316757	4970233
	Surface Pro X	3599760	4325686	5316771	3599759	4169857	4372033	5316770	5316768	5316769	
	Surface Pro 7	3599760	4325686	5316771	3599759	4169857	4372033	5316770	5316768	5316769	
	Surface Laptop	4912280	4912281	5316767	4912282	4912285	4912283	5316766	5316764	5316765	
	Surface Book 2	4325689	4325690	5316763	4325688	4325687	4427400	5316762	5316760	5316761	
	Surface Studio	5058056	5058055	4719398							

- **Microsoft Complete Warranty Uplifts**
 - These do not act as a warranty. They MUST be purchased with an Accidental Damage Protection warranty.
 - **HSG-00001 – Complete for Business Add On – Onsite Delivery**
 - Pre-requisite of a Complete for Business Warranty; Onsite Delivery length will match corresponding plan period. Ex. If customer buys HP3-00002 + Onsite Delivery, on-site will be available for the 4-year period.

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

- A reseller can purchase an extended warranty if it is within 45 days of device ship date from SYNNEX.

Is there a warranty option for Surface accessories?

- There is a warranty for Surface Go, Pro, and Pro X Type Covers.
 - P/N: SPC-00005
- There is not a warranty for other Surface accessories.

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.

Is the warranty applicable outside of the country where I purchased my Surface?

- No, the Surface standard limited warranty and Microsoft Complete are applicable only in the country where you purchased your Surface.

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).
 - Advance Exchange

What extended warranty options are available?

- An overview of extended service plans is below. Please reach out to Microsoftsurface@synnex.com for the most updated information.

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business	Microsoft Complete for Business Plus	Microsoft Complete for Business Plus with Drive Retention	Microsoft Complete for Enterprise ³
At a glance						
Plan duration	1 year	Up to 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	Up to 3 years
Availability	Day of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase
Prepaid return shipment	✓	✓	✓	✓	✓	✓
Protect						
Claims sharing	X	X	X	X	X	✓
1/50 device retention ¹	X	X	X	X	X	✓
Respond						
Mechanical breakdown ²	✓	✓	✓	✓	✓	✓
Accidental damage ⁴	X	X	✓	✓	✓	✓
Advanced Exchange ¹	X	✓	✓	✓	✓	✓
Next Business Day Replacement ⁵	X	Optional Add-on	Optional Add-on	✓	✓	✓
Drive (SSD) Retention ⁶	X	Optional Add-on	Optional Add-on	X	✓	X
Concierge	X	X	X	✓	✓	✓
2 Year SKUs						
Surface Go			W47-00091	W47-00038	X	X
Surface Pro X			W47-00090	W47-00037	W47-00107	X
Surface Pro 7			W47-00090	W47-00037	X	X
Surface Laptop			W47-00089	W47-00036	W47-00111	X
Surface Book 2			W47-00088	W47-00035	X	X
3 Year SKUs						
Surface Go		A9W-00113	F9W-00123	F9W-00115	X	WJ3-00048
Surface Pro X		A9W-00001	A9W-00005	F9W-00149	F9W-00158	WJ3-00018
Surface Pro 7		A9W-00001	A9W-00005	F9W-00149	X	WJ3-00018
Surface Laptop 3		A9W-00072	F9W-00094	F9W-00145	F9W-00162	WJ3-00032
Surface Book 2		A9W-00060	F9W-00083	F9W-00144	X	WJ3-00027
4 Year SKUs						
Surface Go		VP3-00075	HP3-00070	HP3-00062	X	X
Surface Pro X		VP3-00031	HP3-00002	HP3-00092	HP3-00101	X
Surface Pro 7		VP3-00031	HP3-00002	HP3-00092	X	X
Surface Laptop 3		VP3-00041	HP3-00038	HP3-00094	HP3-00105	X
Surface Book 2		VP3-00005	HP3-00029	HP3-00093	X	X



Microsoft Extended Service Plans for Surface Pro, Laptop, Book, and Go

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business	Microsoft Complete for Business Plus	Microsoft Complete for Business Plus with Drive Retention	Microsoft Complete for Enterprise ²
At a glance						
Plan duration	1 year	Up to 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	Up to 3 years
Availability	Day of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase	Within 45 days of purchase
Prepaid return shipment	✓	✓	✓	✓	✓	✓
Protect						
Claims sharing	X	X	X	X	X	✓
1/50 device retention ³	X	X	X	X	X	✓
Respond						
Mechanical breakdown ⁴	✓	✓	✓	✓	✓	✓
Accidental damage ⁴	X	X	✓	✓	✓	✓
Advanced Exchange ¹	X	✓	✓	✓	✓	✓
Next Business Day Replacement ⁵	X	Optional Add-on	Optional Add-on	✓	✓	✓
Drive (SSD) Retention ⁶	X	Optional Add-on	Optional Add-on	X	✓	X
Concierge	X	X	X	✓	✓	✓
Optional: Complete for Business Add-On On-site Delivery						
<i>(Must purchase Complete For Business Service in order to Add-On this optional SKU)</i>						
Surface Go			HSG-00001	HSG-00001	HSG-00001	HSG-00001
Surface Pro X			HSG-00001	HSG-00001	HSG-00001	HSG-00001
Surface Pro 7			HSG-00001	HSG-00001	HSG-00001	HSG-00001
Surface Laptop 3			HSG-00001	HSG-00001	HSG-00001	HSG-00001
Surface Book 2			HSG-00001	HSG-00001	HSG-00001	HSG-00001
Optional: Expedited Shipping/Next Business Day Replacement						
<i>(Must purchase Complete For Business Service or Extended Hardware Service in order to Add-On this optional SKU. This Add-On is included in some plans. See notes for details.)</i>						
Surface Go		H5F-00001	H5F-00001	Included	Included	Included
Surface Pro X		H5F-00001	H5F-00001	Included	Included	Included
Surface Pro 7		H5F-00001	H5F-00001	Included	Included	Included
Surface Laptop 3		H5F-00001	H5F-00001	Included	Included	Included
Surface Book 2		H5F-00001	H5F-00001	Included	Included	Included
Optional: Drive Retention						
<i>(Must purchase Complete For Business Service or Extended Hardware Service in order to Add-On this optional SKU. This Add-On is included in some plans. See notes for details.)</i>						
Surface Go		X	X	X	X	Device retention included
Surface Pro X		SUK-00001	SUK-00001	Purchase Complete For Business Plus with Drive Retention	Included	Device retention included
Surface Pro 7		X	X	X	X	Device retention included
Surface Laptop 3		SUK-00001	SUK-00001	Purchase Complete For Business Plus with Drive Retention	Included	Device retention included
Surface Book 2		X	X	X	X	Device retention included

1. Advanced Exchange Service is available at no additional charge with the Manufacturer Hardware Warranty for Surface Pro 6, Pro 7, Pro X for Business and Surface Laptop 2 and Laptop 3 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for AES terms and conditions and list of supported markets.

2. With your purchase of Microsoft Complete for Business Plus or Microsoft Complete for Enterprise, you also receive Concierge services provided by Microsoft at no additional cost. Customized online training sessions and quarterly business reviews are available with purchases of 250+ Surface devices. For questions, contact the Concierge team at myaside@microsoft.com.

3. Device retention is only available for Microsoft Complete for Enterprise plans and with purchase of 50 units or more in one order. Please see appropriate Microsoft Extended Service Plan terms and conditions for program specifics. Exclusions apply. Certain offerings are insurance and details of the insurer can be found in terms and conditions.

4. For Extended Hardware Service, Complete for Business, Complete for Business Plus, & Complete for Enterprise – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

5. Next Business Day Replacement is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business.

6. Drive (SSD) Retention is only available on Microsoft Surface devices in which the SSD is marketed as removable per the Technical Specifications. Drive (SSD) Retention is included in Microsoft Complete for Business Plus and is available as an Optional Add-on when purchasing Microsoft Extended Hardware Service and Microsoft Complete for Business. SSD is only removable by skilled technicians following Microsoft's instructions. Microsoft is not liable for any damages or injuries sustained. Further, any resulting damage will not be covered under the Hardware warranty or Extended Service Plan.

This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

Microsoft Service Offerings for Surface Studio

	Manufacturer Hardware Warranty	Microsoft Extended Hardware Service	Microsoft Complete for Business
At a glance			
Plan duration	1 year	Up to 2 or 3 years	Up to 2 years
Availability	Day of purchase	Within 45 days of purchase	Within 45 days of purchase
Prepaid return shipment	✓	✓	✓
Respond			
Mechanical breakdown ²	✓	✓	✓
Accidental damage ²			✓
Advanced Exchange ¹	✓	✓	✓
2 Year SKUs			
Surface Studio		W49-00009	W47-00007
3 Year SKUs			
Surface Studio		A9W-00081	

¹ Advanced Exchange Service is available at no additional charge with the Manufacturer Hardware Warranty for Surface Pro 6, Pro 7, Pro X for Business and Surface Laptop 2 and Laptop 3 for Business SKUs. Advanced Exchange is only available in supported markets. Restrictions apply. See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets.

² For Extended Hardware Service & Complete for Business – aggregate limit of liability up to the original product purchase price or 2 replacement claims.

This information is provided for summary purposes only. For more details on the insurer (where applicable), features and benefits of the coverage, please visit [here](#) for a copy of the Microsoft Complete terms and conditions. See the pricelist for most current pricing.

Microsoft Extended Service Plans for Type Covers

	Manufacturer Hardware Warranty	Complete for Business
At a glance		
Plan duration	1 year	Up to 3 years
Availability	Day of purchase	Within 45 days of purchase
Respond		
Mechanical breakdown	✓	✓
Accidental damage		✓
Advanced Exchange		✓
3 Year SKUs		
Type Cover (can be added to Surface Pro, X, or Go Type Covers)		SPC-00005