

	Standard	Extended Hardware Service (EHS)	Microsoft Complete for Business	Microsoft Complete for Enterprise
Plan Essentials				
Warranty Coverage	Included with device purchase	Purchased separately	Purchased separately	With purchase of 250+ devices
Length of Plan	1 year	3 or 4 years	2, 3 or 4 years	3 years
Activation	Activated from day device is received by customer	Can be added up to 45 days from the date of purchase	Can be added up to 45 days from the date of purchase	Time of device purchase*
Replacement / Exchange Timeline	5 - 8 business days	Next Business Day**	Next Business Day**	Next Business Day**
Contact	Microsoft 0800 800 004 Option 2, Option 1, Option 1****	Ingram Micro 0800 024 458 surface@brightpoint.com ****	Ingram Micro 0800 024 458 surface@brightpoint.com ****	Ingram Micro 0800 024 458 surface@brightpoint.com ****
Coverage				
Manufacture defects for your Surface device including battery	✓	✓	✓	✓
Accidental damage protection including drops, spills, power surges etc.***			✓	✓
Device Replacement				
Prepaid return shipping	✓	✓	✓	✓
Advance Exchange		✓	✓	✓
Support for your Business				
Set-up support	90 days	90 days	3 or 4 years	3 years
Surface Data Eraser tool	✓	✓	✓	✓
Account Level Management				
Accidental damage claims pool				✓
1% non-bootable device allowance				✓

For further queries, contact the NZ Ingram Micro Surface team at nzsurface@ingrammicro.com

* Microsoft Complete for Enterprise is included in the Surface Enterprise Bundle at a discounted rate.

** Allow 2 - 3 days delivery to rural addresses. NBD not available for Surface Studio devices.

*** Up to two claims.

****For DOA units (faulty within 30 days of invoice to end customer) resellers should contact nzrare01@ingrammicro.co.nz