

## “MICROSOFT EXTENDED HARDWARE SERVICE FOR DUAL-SCREEN DEVICES”

### Commercial Service Contract Terms & Conditions

Please keep this important terms and conditions document and **Purchase Order** together in a safe place, as these will be needed at time of a **Claim**. The information contained in this **Contract** document is intended to serve as a valuable reference guide to help **You** determine and understand what is **Protected** by **Your Contract**. For any questions regarding the information contained in this **Contract** document, or **Your Protection** in general, please contact **Us**.

#### DEFINITIONS

Throughout this **Service Contract**, the following capitalised and bolded words have the stated meaning:

- **“Administrator”**: Microsoft Ireland Operations Limited located at One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland. Website [www.microsoft.com](http://www.microsoft.com).
- **“Administration Fee”**: the amount **You** are required to pay, per **Claim**, for certain services **Protected** under this **Contract** (if any).
- **“Breakdown”**: the mechanical and/or electrical failure of the **Protected Product** that results in it no longer being able to perform its intended function, including defects in materials or workmanship and not normal wear and tear, and that occurs during normal use of the **Product**.
- **“Claim(s)”**: a request for **Protection** in accordance with this **Contract** made by **You**.
- **“Limit of Liability”**: **Our** maximum liability to **You** for any **Claim** and in total during the **Term** of the **Plan** as detailed in the **“Protection Plan Options”** section.
- **“Manufacturer”**, **“Microsoft”**: the original equipment **Manufacturer** of the **Product**. Website is [www.microsoft.com](http://www.microsoft.com).
- **“Plan”**: the specific **“Protection Plan Options”** section under this **Contract** that **You** have selected and purchased, as confirmed on **Your Purchase Order**.
- **“Protection”**, **“Protected”**: has the meaning given in the **“What Is Protected – General”** section of this **Contract**.
- **“Protected Product”**, **“Product”**: the eligible **Microsoft** Surface Dual-Screen series device purchased by **You** that is to be **Protected** under this **Service Contract**.
- **“Purchase Order”**: a numbered document that confirms the purchase date of this **Contract** in respect of the **Protected Product**, **Your** name and address, the **Contract Protection Term** period, and specific **Plan** **You** purchased. This **Contract** is not valid without a **Purchase Order**.
- **“Repair(s)”**: the actions **We** take to mend, remedy, or restore **Your Protected Product** to a sound functioning state following a **Protected Breakdown**. Parts used to **Repair** the **Protected Product** may be new, used, refurbished or non-original **Manufacturer** parts that perform to the factory specifications of the original **Product**.
- **“Replace”**, **“Replacement”**: an item supplied to **You** through **Our** arrangement in the event **We** determine the **Protected Product** is not suitable for **Repair**. **We** reserve the right to **Replace** the **Protected Product** with a new, rebuilt, or refurbished item of equal or similar features and functionality. **We** make no guarantee that a **Replacement** will be the same model, size, dimensions, or colour as the previous **Protected Product**.
- **“Retailer”**: the seller that has been authorised by **Microsoft** to sell this **Contract** to **You**.
- **“Service Contract”**, **“Contract”**: this document detailing all **Protection** provisions, conditions, exclusions, and limitations for the **Microsoft** Extended Hardware Service for Dual-Screen Devices **Service Contract** that has been provided to **You** upon purchase completion from **Our Retailer**.
- **“Term”**: the period of time shown on **Your Purchase Order** which represents the duration in which the provisions of this **Contract** are valid.
- **“We”**, **“Us”**, **“Our”**: the party or parties obliged to provide service under this **Contract** as the **Contract** provider/obligor, as well as handle the administration under this **Contract** as the **Administrator**.
- **“You”**, **“Your”**: the purchaser/owner of the **Product Protected** under the provisions of this **Contract**.

#### TERRITORY

This **Service Contract** is valid and eligible for purchase in the UK (excluding Isle of Man and Channel Islands) only.

#### SERVICE CONTRACT TERM – EFFECTIVE DATE OF PROTECTION

**Protection** for a **Breakdown** begins upon expiration of the **Manufacturer’s** original parts and/or labour warranty and continues for the remainder of **Your Term** as shown on **Your Purchase Order** or until the **Limit of Liability** is reached, whichever is sooner.

#### PRODUCT ELIGIBILITY

In order to be eligible for **Protection** under this **Service Contract**, the **Product** must: (i) be a **Protected Product**; (ii) be purchased from **Microsoft** or an authorised **Retailer**; and (iii) have a minimum twelve (12) month **Manufacturer’s** warranty attached to the **Product**.

#### WHAT IS PROTECTED – GENERAL

During the **Term** described in the **“Service Contract Term – Effective Date of Protection”** section, in the event of a **Protected Claim**, at **Our** sole discretion, this **Contract** provides for:

- i. the labour and/or parts necessary to **Repair** the **Protected Product**; or
- ii. a **Replacement** for the **Protected Product** in lieu of such **Repair**; or
- iii. a straight **Replacement** for the **Protected Product** if detailed under **Your Plan** description.

**We will Repair or Replace Your Product** pursuant to the provisions of this **Contract**. If **We** decide to **Replace Your Product**, technological advances may result in a **Replacement** with a lower selling price than the previous **Protected Product**, and no reimbursement based on any **Replacement** item cost difference will be provided. Any and all parts or units **Replaced** under this **Contract** become **Our** property in their entirety. When a **Replacement** is applicable and provided in lieu of **Repair**, any accessories, attachments and/or peripherals that are integrated with the **Product**, but that were not provided and included by the **Manufacturer** in the packaging and with the original sale of the **Protected Product**, will not be included with such **Replacement**.

Please refer to the "Protection Plan Options" section that is applicable to **Your Plan** for full details.

### IMPORTANT NOTICES REGARDING PROTECTION UNDER THIS SERVICE CONTRACT

- A. If **We** provide a **Replacement** to **You**, any or all of the following may apply:
  - ▶ **We** reserve the right to **Replace** a defective **Product** with a new, rebuilt, or refurbished item of equal or similar features and functionality which may not be the same model, size, dimension, or colour as the previous **Product**.
  - ▶ Technological advances may result in a **Replacement** that has a lower retail or market price than the previous **Product**, and in such situation, this **Contract** shall not provide **You** with any reimbursement for such a price difference.
  - ▶ Any and all **Product** parts, components or entire units **Replaced** under the provisions of this **Contract** shall become **Our** property in their entirety.
- B. **Protection** described under this **Contract** shall not **Replace** or provide any duplicative benefits during any valid **Manufacturer's** warranty period. During such period, anything **Protected** under the **Manufacturer's** warranty is the sole responsibility of the **Manufacturer** and shall not be **Protected** under this **Contract**, regardless of the **Manufacturer's** ability to fulfill its obligations.
- C. **Protection** under this **Contract** is limited to that which is specifically described in this document, as applicable to **Your Contract**. Anything not specifically expressed herein is not **Protected** (including but not limited to any training services provided separately by **Microsoft** or **Microsoft's** affiliates).
- D. **Your** responsibilities: It is **Your** responsibility to backup any/all software and/or data on a regular basis, especially prior to commencement of any services **Protected** under this **Contract**. Software and/or data transfer or restoration services are not **Protected**.

### PROTECTION PLAN OPTIONS

(As indicated on **Your Purchase Order** and applicable to **You**.)

Details regarding **Your Service Contract** can be found at <https://mybusinessservice.surface.com>.

When purchased, this **Contract** provides the **Protection** that is described in the "What is **Protected** – General" section, including **Breakdown** and subject to the following provisions:

#### **SURFACE DUAL-SCREEN PLAN PROTECTED PRODUCTS**

Surface Dual-Screen-series device plus any other components contained in the original device packaging, such as Surface-branded accessories and a power supply unit with attached cords, if any, are **Protected** under this **Plan**.

#### **SURFACE DUAL-SCREEN PLAN PROTECTION**

Under **Your** Surface Dual-Screen **Plan**, **You** are **Protected** for a maximum of two (2) **Claims** for a **Protected Product** and a maximum of one (1) **Claim** for Surface-branded accessories and power supply unit when included in the original device packaging (as shown in the table below) during the **Contract Term** for the **Repair** and/or **Replacement** of **Your** device in the event of a **Breakdown**, subject to the **Limit of Liability**.

ONCE THE TWO (2) **CLAIM** SURFACE DUAL-SCREEN-SERIES DEVICE LIMIT IS REACHED, **PROTECTION** UNDER THIS **PLAN** WILL END, REGARDLESS OF ANY REMAINING TIME UNDER THE CURRENT **CONTRACT TERM**.

PROTECTED PRODUCTS	MAXIMUM NUMBER OF PROTECTED CLAIMS
Surface Dual-Screen-series device	two (2)
Power supply unit with attaching cords when included in the original device packaging	one (1)
Surface-branded accessories when included in the original device packaging	one (1) per accessory

#### **ADMINISTRATION FEE**

Under **Your** Surface Dual-Screen **Plan** no **Administration Fee** is required.

#### **PROTECTION OF REPLACEMENT PRODUCT**

A **Replacement** provided under this **Plan** will be automatically considered as the **Protected Product** referenced throughout the provisions of this **Contract**, and **Protection** for such **Replacement** will continue for the remainder of **Your** current **Contract Term** (assuming there is remaining time under **Your** current **Term** and that the **Limit of Liability** has not been reached). A **Replacement** will not extend **Your** current **Contract Term**.

## WHAT IS NOT PROTECTED-EXCLUSIONS

THIS **SERVICE CONTRACT** DOES NOT PROTECT ANY **CLAIM** IN CONNECTION WITH OR RESULTING FROM:

- a) Accidental damage. Accidental damage refers to accidental damage from handling, meaning such damage resulting from unintentionally dropping the **Protected Product**, liquid spillage, or in association with screen breakage.
- b) Improper packaging and/or transportation by **You** or **Your** representative resulting in damage to the **Product** while it is in transit, including improperly securing the **Product** during transportation.
- c) Any incidental or consequential damages or indirect loss whatsoever, including but not limited to: (i) property damage, lost time, lost data, or lost income resulting from a defined **Breakdown**, any non-defined mechanical/electrical failure, training services provided separately by **Microsoft** or its affiliates or any other party, or any other kind of damage of or in association with the **Product** including, but not limited to any non-protected equipment used in association with the **Product**; (ii) delays in rendering services or the inability to render service for any reason; (iii) the unavailability of any parts/components; (iv) any costs incurred by **You** associated with customised installations to fit the **Product** such as third party stands, mounts, and customised alcoves and the like; or (v) a **Replacement** that is a different model, size, dimension, or colour as the original **Protected Product**.
- d) Modifications, adjustments, alterations, manipulation, or **Repairs** made by anyone other than a service technician authorised by **Us** or other than in accordance with **Manufacturer's** specifications.
- e) Damage from freezing, overheating, rust, corrosion, warping, or bending.
- f) Wear and tear, or gradual deterioration of **Product** performance.
- g) The intentional treatment of the **Product** in a harmful, injurious, malicious, reckless, or offensive manner which results in its damage and/or failure.
- h) Damage to or malfunction of **Your Product** caused by or attributed to digital content, software (whether pre-loaded or otherwise), including without limitation to the operation of a software virus, lack of availability of software updates, or any other software/digital based malfunction.
- i) Loss, theft, or malicious mischief or disappearance.
- j) Events which happen by chance, including but not limited to riot, nuclear radiation, war/hostile government act or intent, action or radioactive contamination, environmental conditions, exposure to weather conditions or perils of nature, collapse, explosion or collision of or with another object, fire, any kind of precipitation or humidity, lightning, dirt/sand or smoke, or other telecommunications malfunction.
- k) Lack of performing the **Manufacturer's** recommended maintenance, operation/storage of the **Product** in conditions outside of the **Manufacturer's** specifications or instructions.
- l) **Products** that are subject to the **Manufacturer's** recall, warranty, or rework to **Repair** design or component deficiencies, improper construction, or **Manufacturer** error regardless of the **Manufacturer's** ability to pay for such **Repairs**.
- m) **Products** that have removed or altered serial numbers.
- n) Cosmetic damage however caused to **Your Product**, including marring, scratching, and denting unless such cosmetic damage results in loss of functionality.
- o) Normal periodic or preventive maintenance, adjustment, modification, or servicing.
- p) Accessories or add-on items that are not listed in the "**Protected Product**" provision above (regardless of whether such were originally supplied by **Microsoft** within a single, all-in-one packaged purchase).
- q) Cost of component parts not protected by the **Product's** original **Manufacturer's** warranty, or any non-operating/non-power-driven part, including, but not limited to plastic parts or other parts such as accessory cables, batteries (except as may be otherwise stated in this **Contract**), connectors, cords, fuses, keypads, plastic body or molding, switches, and wiring.
- r) Liability or damage to property arising out of the operation, maintenance, or use of the **Product**, or a **Replacement** provided under the provisions of this **Contract**.
- s) Any cost arising as a result of the failure of any item that is intended to be a consumable item.
- t) Any **Claim** where **Your Purchase Order** has not been provided except where **We** agree to transfer the benefit of the **Contract**.
- u) Any **Claim** for the restoration of software or data, or for retrieving data from **Your Product**.
- v) Any loss, damage, liability, or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, of any computer, computer system, computer software program, malicious code, computer virus or process or any other electronic system.
- w) Any **Claim** or benefit under this **Contract** to the extent the provision of such payment of such **Claim**, or provision of such benefit would expose **Us** to any sanctions, prohibition, or restriction under United Nations resolutions, or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, United States of America or other applicable law.
- x) Any loss arising out of the unauthorised access or use of any system, software, hardware, or firmware, or any modification, reprogramming, destruction, or deletion of data or software by any means.

## HOW TO FILE A CLAIM

**IMPORTANT: THE SUBMISSION OF A CLAIM DOES NOT AUTOMATICALLY MEAN THAT THE BREAKDOWN TO YOUR PRODUCT IS PROTECTED UNDER THIS SERVICE CONTRACT. IN ORDER FOR A CLAIM TO BE CONSIDERED YOU WILL NEED TO FIRST CONTACT US FOR INITIAL DIAGNOSIS OF THE PROBLEM WITH YOUR PRODUCT. THERE IS NO PROTECTION UNDER THIS CONTRACT FOR ANY DAMAGE CAUSED TO YOUR PRODUCT BY AN UNAUTHORISED REPAIR(S).**

Please have **Your Purchase Order** readily available and call **Us** at the telephone number found at <https://aka.ms/GlobalSupportPhoneNumbers> or visit <https://mybusinessservice.surface.com>. **Our** authorised representatives will promptly obtain details regarding the issue **You** are experiencing with the **Product** and will first attempt to resolve the situation over the telephone and/or remotely. If **We** are unsuccessful in resolving the issue over the telephone and/or remotely, **You** will be provided with a **Claim** service request number and further instructions on how to obtain service for **Your Product**.

Please do not take or return **Your Product** to the **Retailer** or send **Your Product** anywhere unless **We** instruct **You** to do so. If **You** are instructed by **Us** to take the **Product** to an authorised servicer near **You** or to a **Retailer**, or if **You** are instructed to mail-in the **Product** elsewhere (such as an authorised depot center), please be sure to include all of the following with **Your Product**:

- a) The defective **Product**;

- b) A copy of **Your Purchase Order**;
- c) A brief written description of the problem **You** are experiencing with the **Product**; and
- d) A prominent notation of **Your Claim** service request number that **We** gave to **You**.

NOTE: If **We** require **You** to mail the **Product** elsewhere, **We** will provide **You** specific instructions on how to mail the **Product**. For mail-in service, **We** will pay for shipping to and from **Your** location if **You** follow all instructions. **You** are urged to use caution when transporting and/or shipping the **Product**, as **We** are not liable for any freight charges or damages due to improper packaging by **You**.

**Protection** is only provided for eligible **Repairs** that are conducted by a servicer, **Retailer**, or depot center which has been authorised by **Us**. If **Your Term** expires during the time of an approved **Claim**, **Protection** under this **Contract** will be extended until the date in which the approved **Claim** in progress has been fulfilled completely in accordance with the terms and conditions of this **Contract**.

#### RENEWABILITY

**Protection** under this **Service Contract** is not renewable.

#### TRANSFERABILITY

**Protection** under this **Service Contract** cannot be transferred by **You** to any other party or product.

#### CANCELLATION

##### YOUR RIGHT TO CANCEL

**You** may cancel this **Service Contract** at any time by informing **Us** of the cancellation request at the details below.

**You** may, email **Us** at [msepsbus@microsoft.com](mailto:msepsbus@microsoft.com) or call **Us** at the phone number found at <https://aka.ms/GlobalSupportPhoneNumbers>. Or **You** may write to **Us** at **Contract** Cancellations, Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland, **You** may use the cancellation form at the end of this terms and conditions document.

If **Your** cancellation request is within forty-five (45) days of the **Contract** purchase date, **You** will receive a one hundred percent (100%) refund of the **Contract** purchase price/fee paid by **You**, minus any **Claims** paid by **Us**.

If **Your** cancellation request is made after forty-five (45) days from the **Contract** purchase date, **You** will receive a pro-rata refund of the **Contract** purchase price/fee paid by **You**, minus any **Claims** paid by **Us**.

##### OUR RIGHT TO CANCEL

If **We** cancel this **Contract**, **We** will provide written notice to **You** at least thirty (30) days prior to the effective date of cancellation. Such notice will be sent to **Your** address in **Our** file (email or physical address as applicable), with the reason for and effective date of such cancellation. If **We** cancel this **Contract**, **You** will receive a pro-rata refund based upon the same criteria as outlined above and no cancellation fee applies.

**We** may only cancel this **Contract** for the following reasons:

- a) non-payment of the **Contract** purchase price/fee paid by **You**;
- b) deliberate material misrepresentation by **You**; or
- c) substantial breach of duties under this **Contract** by **You** in relation to the **Product** or its use.

#### COMPLAINTS PROCEDURE

It is always **Our** intention to provide **You** with a first-class service. However, if **You** are not happy with the service please notify one of **Our** representatives at the telephone number found at <https://aka.ms/GlobalSupportPhoneNumbers> or via email at [msepsbus@microsoft.com](mailto:msepsbus@microsoft.com).

**We** will reply within five (5) working days from when **We** receive **Your** complaint. If it is not possible to give **You** a full reply within this time (for example, because a detailed investigation is required), **We** will explain the current position and let **You** know when **You** can expect **Our** response. In most cases **Your** complaint will be resolved within four (4) weeks.

## PRIVACY AND DATA PROTECTION

### DATA PROTECTION

**We** are committed to protecting and respecting **Your** privacy in accordance with the current Data Protection Legislation (“Legislation”). For the purposes of the Legislation, the Data Controllers are **Microsoft** and the **Administrator**. By purchasing this **Service Contract**, **You** agree that **We** may collect and process data on **Your** behalf when **We** provide the services contemplated under this **Contract**. Below is a summary of the main ways in which **We** process **Your** personal data. For more information, please visit **Our** website at <https://privacy.microsoft.com>.

### HOW WE USE YOUR PERSONAL DATA AND WHO WE SHARE IT WITH

**We** will process the personal data, being any information relating to an identified or identifiable natural person **We** hold about **You** in the following ways:

- a) For the purposes of providing **Claims** and any other related purposes. This may include decisions made via automated means, this is for the performance of the **Contract** between **Us** and **You**.
- b) For research or statistical purposes, this is for **Our** legitimate interests: for **Us** to analyse historic activity, to improve rating algorithms, and to help predict future business impact, to further commercial interests, to enhance product offering and to develop new systems and processes and for legal obligations based on a jurisdiction outside of the EU.
- c) To provide **You** with information, products, or services that **You** request from **Us** or which **We** feel may interest **You**, where **You** have consented to be contacted for such purposes.
- d) To notify **You** about changes to **Our** service, this is for **Our** legal and regulatory obligations.
- e) To safeguard against fraud, money laundering, terrorist financing and to meet general legal or regulatory obligations.

### DISCLOSURE OF YOUR PERSONAL DATA

**We** may disclose **Your** personal data to third parties involved in providing products or services to **Us**, or to service providers who perform services on **Our** behalf. These include, group companies, agents, third party administrators, insurers, credit agencies, fraud detection agencies, accountants, regulatory authorities, and as may be required by law.

### INTERNATIONAL TRANSFERS OF DATA

The personal data that **We** collect from **You** may be transferred to, processed and stored at, a destination outside the UK and European Economic Area (“EEA”). **We** currently transfer personal data outside of the UK and EEA to the USA. Where **We** transfer **Your** personal data outside of the UK and EEA, **We** will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation. **We** use the European Commission approved ‘Standard Contractual Clauses’ with such parties to protect the data.

### YOUR RIGHTS

Individuals in the EEA have several rights in connection with their personal information. These rights only apply in certain circumstances and are subject to certain legal exemptions. These rights include a right to request a copy of the personal information **We** hold about **You**.

**You** have the right to:

- a) Object to the processing of **Your** personal data for direct marketing purposes at any time;
- b) Object to the processing of **Your** personal data where processing is based on **Our** legitimate interests;
- c) Access and obtain a copy of the personal data in **Our** control and information about how and on what basis this personal data is processed;
- d) Request erasure of **Your** personal data;
- e) Ask to update or correct any inadequate, incomplete, or inaccurate data;
- f) Restrict the processing of **Your** data;
- g) Ask **Us** to provide **Your** personal data to **You** in a structured, commonly used, machine-readable format, or **You** can ask to have it “ported” directly to another data controller, but in each case only where the processing is based on **Your** consent or on the performance of a contract with **You** and the processing is carried out by automated means;
- h) Lodge a complaint with the local data protection authority; and
- i) Withdraw **Your** consent at any time where processing is based on **Your** consent, without affecting the lawfulness of processing based on consent before its withdrawal.

### RETENTION

**Your** data will not be retained for longer than is necessary and will be managed in accordance with **Our** data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the Contract, or business relationship with **You**, unless **We** are required to retain the data for a longer period due to business, legal or regulatory requirements.

If **You** have any questions concerning **Our** use of **Your** personal data, please contact **Us** at <https://privacy.microsoft.com>.

## GENERAL PROVISIONS

- A. **Subcontract; Assign.** We may subcontract or assign performance of **Our** obligations to third parties, but **We** shall not be relieved of **Our** obligations to **You** when doing so.
- B. **Waiver; Severability.** The failure or delay of any party to enforce any provision hereunder shall not constitute a waiver of any such right. If any provision of these terms and conditions should be declared unenforceable or invalid under any applicable law, such provision shall be interpreted to conform with legal authority, and in all other respects the terms and conditions shall remain in full force and effect.
- C. **Notices.** You expressly consent to be contacted, for any and all purposes, at any telephone number, or physical or electronic address **You** provide **Us**. All notices or requests pertaining to this **Contract** will be in writing and may be sent by any reasonable means including by mail, email, text message

or recognised commercial overnight courier. Notices to **You** are considered delivered when sent to **You** by email that **You** provided to **Us**, or seven (7) days after mailing to the street address **You** provided.

- D. **Law.** The governing laws for the **Contract** are the laws of England and Wales whose courts have non-exclusive jurisdiction to hear any disputes between the parties to this **Contract**.

#### ENTIRE AGREEMENT

This **Service Contract**, including the **Purchase Order**, terms, conditions, limitations, exceptions, and exclusions constitute the entire agreement between **Us** and **You** and no representation, promise or condition not contained herein shall modify these items, except as required by law.

**Microsoft** and Surface are trademarks of the **Microsoft** group of companies.

### Cancellation form

If You wish to cancel the Contract, please complete and return this form.

-To Contract Cancellations, Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland, or email [msepbus@microsoft.com](mailto:msepbus@microsoft.com):

-I hereby cancel the Contract concluded by me for the following device(s):  
Not sure which device you have? [Find out here](#)

-Name of the customer:

-Device Serial number:

-Signature of the customer

-Date