

## NEXT BUSINESS DAY SERVICE TERMS AND CONDITIONS

The following terms and conditions will apply to Next Business Day Service ('NBD') provided in conjunction with any services offered under Microsoft Limited Hardware Warranty for certain Microsoft devices ('Microsoft Device').

**Eligibility and supported regions:** NBD is included at no additional charge with commercial Surface Duo 2 for Business devices in the following supported markets: Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Netherlands, Spain, Sweden, Switzerland, United Kingdom and 50 United States + District of Columbia. These terms govern your use of NBD.

**IMPORTANT!** NBD may also be included with select Protection Plans, such as Microsoft Complete or Extended Hardware Service ('EHS') commercial plans. Your use of NBD benefits under Microsoft Complete and EHS plans are governed by separate terms accompanying your purchase of those plans.

**How to initiate NBD:** If your device qualifies under NBD as described below, Microsoft will send a replacement device ('Next Business Day Device') to your designated location on file with Microsoft when you request covered warranty services through <http://aka.ms/ContactSurfaceSupport>. You will receive an email confirming your service request ('service request authorisation'). This coverage provides for overnight carrier delivery service of a replacement determined by Microsoft to your location on file as follows:

- a) One (1) Business Day following service request authorisation if service request authorisation occurs prior to 12:00 p.m. CET; or
- b) Two (2) Business Days if service request authorisation occurs after 12:00 p.m. CET.

Overnight delivery is subject to availability of Microsoft's authorised overnight delivery carriers. For the purpose of this provision, 'Business Day' refers to Monday to Friday, excluding standard local public holidays.

When you submit your service request authorisation, you AGREE to the following terms:

1. Your Microsoft Device will not qualify for NBD if the Microsoft Device is damaged and/or is not covered under the Microsoft Standard Limited Warranty terms or Protection Plans, as applicable. Visit <http://aka.ms/WarrantyTerms> to view warranties, extended service plans and terms and conditions for your device.
2. The Next Business Day Device will be sent to you in a box that includes a prepaid delivery label. Keep the box and prepaid delivery label.
3. Use the box and prepaid delivery label provided by Microsoft to return the Microsoft Device for which you are requesting warranty service. You will need to send your original Microsoft Device within **ten (10) days** from the date Microsoft **sends** you the Next Business Day Device. The serial number of the Microsoft Device received must match the serial number you provided to us in your service request.
4. To guarantee that the original Microsoft Device is returned, Microsoft may request that you provide us with a valid credit card number. YOUR CREDIT CARD WILL NOT BE CHARGED if you send the original Microsoft Device within ten (10) days from the date Microsoft sends you the Next Business Day Device.

You will be responsible for the cost of the Next Business Day Device and a handling fee equal to the current manufacturer's suggested retail price of the Next Business Day Device, if: (1) you do not send the original Microsoft Device back within 10 days from the date Microsoft sends you the Next Business Day Device as indicated by the carrier's tracking system; (2) the Microsoft Device is not under warranty; and/or (3) the Microsoft Device is excluded from warranty or service. If Microsoft has asked you for your credit card number, YOUR CREDIT CARD WILL BE CHARGED FOR SUCH AMOUNTS AUTOMATICALLY.