

## ADVANCED EXCHANGE SERVICE TERMS AND CONDITIONS

The following terms and conditions will apply to Advanced Exchange Service (“**AES**”) provided in conjunction with any services offered under Microsoft Limited Hardware Warranty for certain Microsoft devices (“**Microsoft Device**”). AES is included at no additional charge under Microsoft Complete, Extended Hardware Service (“**EHS**”) commercial plans. AES is also included at no additional charge with commercial Surface Pro 6 for Business, commercial Surface Laptop 2 for Business, commercial Surface Pro 7 for Business, commercial Surface Pro X for Business, commercial Laptop 3 for Business, commercial Surface Book 3 for Business, commercial Surface Go 2 for Business, commercial Surface Laptop Go for Business and commercial Surface Pro 7+ for Business SKUs in the following supported markets: Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Malta, The Netherlands, New Zealand, Norway, The Philippines, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Thailand, Taiwan, United Kingdom, 50 United States + District of Columbia and Puerto Rico and Vietnam.

If your device qualifies under AES, Microsoft will ship a replacement device (“**Advanced Exchange Device**”) to your designated location when you request covered warranty services. You must return the original device to Microsoft within fourteen (14) days from the date Microsoft ships the Advanced Exchange Device (“**Return Period**”).

When you elect to add AES to your request for covered warranty services, you AGREE to the following terms:

1. Your Microsoft Device will not qualify for AES if the Device is damaged and/or is not covered under the Standard Warranty Terms, EHS or Microsoft Complete, as applicable.
2. The Advanced Exchange Device will be shipped to you in a box that includes a prepaid shipping label.
3. You must use the prepaid shipping label to return the Microsoft Device for which you received an Advanced Exchange Device and are requesting warranty service. You will need to return your original Microsoft Device in the same box within 14 days from the date Microsoft ships you the Advanced Exchange Device.
4. To guarantee that the original Microsoft Device is returned, Microsoft may request that you provide us with a valid credit card number. In such a case, YOUR CREDIT CARD WILL NOT BE CHARGED if you return the original Microsoft Device (with the serial number you have provided to us) 14 days from the date Microsoft ships you the Advanced Exchange Device.

You will be liable for the cost of the Advanced Exchange Device and a handling fee equal to the current MSRP of the Advanced Exchange Device, if: (1) Microsoft does not receive the original Microsoft Device back within 14 days from the date Microsoft ships you the Advanced Exchange 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.