

"MICROSOFT EXTENDED HARDWARE SERVICE CONTRACT"

Consumer Service Contract Terms & Conditions

Please keep this important terms and conditions document and **Proof of Purchase** 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 **Covered** under **Your Contract**. For any questions regarding the information contained in this **Contract** document, or **Your Coverage** in general, please contact **Us**.

DEFINITIONS

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

- **"Accidental Damage"**: refers to accidental damage from handling, meaning such damage resulting from unintentionally dropping the **Covered Product**, liquid spillage, or in association with screen breakage.
- **"Administration Fee"**: the amount **You** are required to pay, per **Claim**, for certain services **Covered** under this **Contract** (if any).
- **"Breakdown"**: the mechanical and/or electrical failure of the **Covered 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 **Coverage** in accordance with this **Contract** made by **You**.
- **"Coverage", "Covered", "Cover"**: has the meaning given in the "What Is **Covered** – General" section of this **Contract**.
- **"Covered Product", "Product"**: the eligible **Microsoft** Surface or Studio series device purchased by **You** that is to be **Covered** under this **Contract**, excluding Xbox, Surface Hub and Surface Duo models.
- **"Limit of Liability"**: **Our** maximum liability to **You** for any **Claim** and in total during the **Term** of the **Plan** as detailed in the "**Coverage Plan Options**" section.
- **"Manufacturer", "Microsoft"**: the original equipment **Manufacturer** of the **Product**. Website is www.microsoft.com.
- **"Plan"**: the specific "**Coverage Plan Options**" section under this **Contract** that **You** have selected and purchased, as confirmed on **Your Proof of Purchase**.
- **"Product Purchase Price"**: the amount paid by **You** for the **Covered Product**, excluding any applicable taxes and/or fees as indicated on **Your Proof of Purchase**.
- **"Proof Of Purchase"**: the original purchase receipt provided at the point of sale that confirms the date in which the **Contract** and **Covered Product** were purchased, as well as the **Term** period and specific **Plan** under the "**Coverage Plan Options**" section.
- **"Repair(s)"**: the actions **We** take to mend, remedy, or restore **Your Covered Product** to a sound functioning state following a **Covered Breakdown**. Parts used to **Repair** the **Covered 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 **Covered Product** is not suitable for **Repair**. **We** reserve the right to **Replace** the **Covered 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 **Covered Product**.
- **"Retailer"**: the seller that has been authorised by **Microsoft** to sell this **Contract** to **You**.
- **"Service Contract", "Contract"**: this document detailing all **Coverage** provisions, conditions, exclusions, and limitations for the **Microsoft** Extended Hardware **Contract** that has been provided to **You** upon purchase completion from **Our Retailer**.
- **"Term"**: the period of time shown on **Your Proof of Purchase** which represents the duration in which the provisions of this **Contract** are valid.
- **"We", "Us", "Our", "Provider", "Administrator"**: the party or parties obligated to provide service under this **Contract** as the **Contract Provider**/obligor, as well as handle the administration under this **Contract** as the **Administrator**, who is **Microsoft** Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland.
- **"You", "Your"**: the purchaser/owner of the **Product Covered** under the provisions of this **Contract**. In the event of an eligible transfer, this definition refers to the person to whom this **Contract** has been properly transferred.

TERRITORY

This **Service Contract** is valid and eligible for purchase in the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") only.

SERVICE CONTRACT TERM – EFFECTIVE DATE OF COVERAGE

Coverage 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 Proof of Purchase** or until the **Limit of Liability** is reached, whichever is sooner.

PRODUCT ELIGIBILITY

In order to be eligible for **Coverage** under this **Service Contract**, the **Product** must: (i) be a **Covered 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 COVERED – GENERAL

During the **Term** described in the "**Service Contract Term – Effective Date of Coverage**" section, in the event of a **Covered Claim**, at **Our** sole discretion, this **Contract** provides for (i) the labour and/or parts required to **Repair** the **Covered Product**; (ii) a **Replacement** of the **Covered Product** in lieu of such **Repair**; or (iii) a straight **Replacement** for the **Covered Product** if detailed under **Your Plan** description. Please refer to the "**Coverage Plan Options**" section that is applicable to **Your Plan** for full details.

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 **Covered 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 **Covered Product**, will not be included with such **Replacement**.

IMPORTANT NOTICES REGARDING COVERAGE 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. **Coverage** described under this **Contract** shall not **Replace** or provide any duplicative benefits during any valid **Manufacturer's** warranty period. During such period, anything **Covered** under the **Manufacturer's** warranty is the sole responsibility of the **Manufacturer** and shall not be **Covered** under this **Contract**, regardless of the **Manufacturer's** ability to fulfill its obligations.
- C. **Coverage** 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 **Covered** (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 **Covered** under this **Contract**. Software and/or data transfer or restoration services are not **Covered**.
- E. In the event of a service incident where a **Breakdown** is not identified by **Our** authorised servicer, **You** are responsible for all costs in association with such service, including any shipping fees.

COVERAGE PLAN OPTIONS

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

Details regarding **Your Service Contract** can be found at <https://support.microsoft.com/zh-HK/warranty>.

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

SURFACE PLAN COVERED PRODUCTS

Surface-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 **Covered** under this **Plan**.

SURFACE PLAN COVERAGE

Under **Your Surface Plan**, **You** are **Covered** for a maximum of two (2) **Claims** for a **Covered 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** which shall not exceed the **Product Purchase Price**.

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

COVERED PRODUCTS	MAXIMUM NUMBER OF COVERED CLAIMS
Surface-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 Plan**, no **Administration Fee** is required.

COVERAGE OF REPLACEMENT PRODUCT

A **Replacement** provided under this **Plan** will be automatically considered as the **Covered Product** referenced throughout the provisions of this **Contract**, and **Coverage** 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 COVERED – EXCLUSIONS

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

- a) Accidental Damage.
- b) **Pre-Existing Conditions** incurred or known to **You** (“**Pre-Existing Conditions**” refers to damages or defects associated with the **Product** that existed before this **Contract** was purchased).
- c) 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.
- d) 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-covered 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 **Covered Product**.
- e) 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.
- f) **Products** that are intended for **Commercial Use** (“**Commercial Use**” refers to rental, business, educational, institutional, or any other primarily non-residential use in which the **Product** is used for financial gain).
- g) Damage from freezing, overheating, rust, corrosion, warping, or bending.
- h) Wear and tear, or gradual deterioration of **Product** performance.
- i) The intentional treatment of the **Product** in a harmful, injurious, malicious, reckless, or offensive manner which results in its damage and/or failure.
- j) 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.
- k) Loss, theft, or malicious mischief or disappearance.
- l) Fortuitous events 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.
- m) Lack of performing the **Manufacturer’s** recommended maintenance, operation/storage of the **Product** in conditions outside of the **Manufacturer’s** specifications or instructions.
- n) **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**.
- o) **Products** that have removed or altered serial numbers.
- p) Cosmetic damage however caused to **Your Product**, including marring, scratching, and denting unless such cosmetic damage results in loss of functionality.
- q) Normal periodic or preventive maintenance, adjustment, modification, or servicing.
- r) Accessories or add-on items that are listed in the “**Covered Product**” provision above (regardless of whether such were originally supplied by **Microsoft** within a single, all-in-one packaged purchase).
- s) Cost of component parts not covered 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.
- t) Liability or damage to property, or injury, or death to any person arising out of the operation, maintenance, or use (except for personal injury or death resulting from negligence) of the **Product**, or a **Replacement** provided under the provisions of this **Contract**.
- u) Any cost arising as a result of the failure of any item that is intended to be a consumable item.
- v) Any **Claim** where **Your Proof of Purchase** has not been provided except where **We** agree to transfer the benefit of the **Contract**.
- w) Any **Claim** for the restoration of software or data, or for retrieving data from **Your Product**.
- x) 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.
- y) Any **Claim** or benefit under this **Contract** to the extent the provision of such cover, payment of such **Claim**, or provision of such benefit would expose **Us** to any sanctions, prohibition, or restriction under United Nations resolutions, or other applicable law.
- z) 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 COVERED 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 COVERAGE UNDER THIS CONTRACT IF YOU MAKE UNAUTHORISED REPAIRS.

Please have **Your Proof of Purchase** readily available and call **Us** at the telephone number found at <https://aka.ms/GlobalSupportPhoneNumbers> or visit <http://support.microsoft.com/zh-HK/warranty>. **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 Proof of Purchase**;
- 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**.

Coverage 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**, **Coverage** 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

After **Your Term** expires, **We** may offer **You** the option to renew **Your Coverage**. If **We** offer to renew **Your Coverage**, the renewal price quoted will reflect the age of **Your Product** and the prevailing **Product Replacement** cost at the time of the renewal.

TRANSFERABILITY

Coverage under this **Service Contract** may be transferred by **You** to another individual by contacting the **Administrator**.

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 write to **Us** at **Contract** Cancellations, **Microsoft** Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland, call **Us** at the phone number found at <https://aka.ms/GlobalSupportPhoneNumbers> or via email at msepsbus@microsoft.com.

If **Your** cancellation request is within thirty (30) 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 thirty (30) 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. The issuance of such written notice shall be sufficient proof of notice and the effective date of cancellation stated in the notice shall be the termination date of this **Contract**. 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.

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 give **You** an interim response telling **You** what is being done to deal with **Your** complaint, when **You** can expect a full reply and from whom. 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 Controller is **Microsoft**. 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 Hong Kong.
- 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, this is required to meet **Our** legal and regulatory obligations based on a jurisdiction within Hong Kong.

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.

YOUR RIGHTS

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 the use of **Your** personal data, please contact **Microsoft** at <https://privacy.microsoft.com> or **Our** representative at msepbus@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. **Variation.** No variation of the **Contract** shall be effective unless it is in writing and signed by **You** and **Us**.
- D. **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.
- E. **Law.** The governing law for the **Contract** is the law in the Republic of China (Hong Kong) whose courts have non-exclusive jurisdiction to hear any disputes between the parties to this **Contract**.

ENTIRE AGREEMENT

This **Service Contract**, including the **Proof of Purchase**, 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.

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