EMBA Surface Warranty Information

Overview

Surface Pro tablets are purchased with the standard one-year limited hardware warranty. The standard warranty covers hardware defects only and does not provide any coverage for accidental damage or lost devices.

Device repairs and replacements

In the event of manufacturing defects (that are covered by the Microsoft one-year warranty) the EMBA program will replace one Surface Pro per student over the course of the 22 months. SurfacePros that experience accidental damage will be replaced at the cost of the student and can be paid either by check (upfront, before receiving the new device) or the charge will be added to their student account. Lost or stolen Surface Pro devices or pens will not be replaced by the program as this is not covered under the Microsoft one-year warranty. IT will assist with reinstalling all software that students require for their devices. The EMBA program will be notified by IT if/when students request replacements.

Replacement Procedure

Once a replacement request has been made by contacting SOM IT Help Desk, the device will be evaluated to see if a replacement is required. If approved by EMBA, the device will be swapped. SOM IT will assist with reinstalling all course-required software and moving data.