



Microsoft Surface

Returns / Warranty Procedure

Warranty Periods:

- Surface Devices – 1 Year Microsoft Warranty from date of purchase.
- Surface Accessories – 1 Year Microsoft Warranty from date of purchase.

Warranty Procedure – Faulty Surface Device within the **FIRST THIRTY (30) DAYS** of purchase date:

- Customer can return the faulty item to the retail store it was purchased from.
- Faulty item needs to have all the components that came with the purchase, including the original packaging and receipt. **(Items that are not in the original packaging will not be credited).**
- The retailer must replace/refund the customer for the faulty device and return the faulty item to Prima Interactive within 8 weeks of the purchase date.

To arrange collection of the faulty units that were returned as **FAULTY within the FIRST 30 DAYS** at store level, please email admin@primainteractive.co.za, and include the below information:

- 1.) Purchase receipt (Proof of Purchase)
- 2.) Refund/Exchange receipt
- 3.) Product description, item code and barcode
- 4.) Detailed fault description
- 5.) Store name & address
- 6.) Contact person and contact number
- 7.) Copy of credit claim / return to supplier documentation.
- 8.) Please ensure serial number on the box matches the serial number on the Surface device.

Once all the above information is received the collection will be arranged within 7 – 10 working days and confirmation thereof will be communicated.

Customer Warranty Procedure – Faulty Surface Device **AFTER THIRTY (30) DAYS** of purchase date:

- **Stores may not swop out or replace the faulty devices after 30 days.**
Customer needs to log a ticket with: <https://account.microsoft.com/devices>
- Microsoft support representative will contact the customer to have the device collected (once device is collected the SLA is 6-10 days)
- Stores are unable to log the warranty claim on behalf of the customer due to personal information being asked by Microsoft.
- The support centre will assess the device to determine if the device malfunction is due to customer neglect or factory issues.
- Devices are swapped out with replacement devices in neutral boxes.
- Customers should not return any cables/accessories with their device, unless specifically instructed to do so.
- Customers should not return their device in the original packaging.
- If the device is out of warranty OR damage of the devices are found to have been damaged due to customer neglect the support team will issue a quote to the customer for repairs.
- Post repairs carry a 90-day warranty / balance of original purchase warranty, whichever is longer.

Warranty Procedure – Faulty Surface Accessory within **ONE (1) YEAR** of purchase date:

- Customers can return the faulty item to the retail store it was purchased from.
- Faulty items need to have all the components that came with the purchase, including the packaging.
- The retailer must replace the accessory in its entirety.
If the customer is unable to provide the original packaging, then the replacement unit must be removed from the packaging and the faulty unit packed and sealed into the packaging of the replacement unit.
- No repairs are conducted on faulty items.
- No faulty items will be credited if the query is logged more than **4 weeks** after date of return.

To log collection of faulty accessories, please email customercare@primainteractive.co.za, and include the below:

- 1.) Purchase receipt (Proof of Purchase)
- 2.) Refund/Exchange receipt
- 3.) Product description, item code and barcode
- 4.) Detailed fault description
- 5.) Store name & address
- 6.) Contact person and contact number
- 7.) Copy of credit claim / return to supplier documentation.

Once all the above information is received the collection will be arranged within 7 – 10 working days and confirmation thereof will be communicated.

Warranty Issues

If customer has a defective device within 1-year warranty period and the warranty is reflecting as expired but proof of purchase is available and on hand (customer) to follow these steps:

- Check warranty status <https://support.microsoft.com/en-us/warranty>
- Request warranty expiration date correction: <https://support.microsoft.com/en-us/home/contact>
To reach an agent, click Contact Us button at the bottom left side of the webpage.

If customer has a defective device after 1-year warranty period expiry:

- Visit support website: <https://support.microsoft.com/en-ZA>
- Log service order request through the Microsoft Devices website for a repair quote.