



Connors State College

Surface Support Guidelines

If your Surface is defective from either manufacturer's defects or accidental damage, you have coverage for 3 years for repair or replacement, for up to 2 warranty claims in that time period. You owe no deductible for these warranty claims. The warranty information is affiliated with the device serial number on the back of your Surface, so no need to provide proof of purchase. You can also utilize the resources below for any errors at all with the Surface, including Office 365 support.

You have two options to get your device serviced for replacement or other troubleshooting:

- **Phone Support:** 800-642-7676
- **Online Support:** <https://support.microsoft.com/en-us/hub/4343728/support-for-business>

Please use the next few steps to utilize the online Support Request portal:

Click "Get Started"

Step 1: Product Selection

Product family "Surface"

Product "Surface Laptop Go"

Product version "Surface Laptop Go 2."

Category – choose the best fit for your issue either.

"Warranty and Service" or "Technical Support" Step

2: Issue Details

Fill out the form with best description of the problem.

Step 3: Support Plan

Keep "Professional No Charge" selected (do not add or purchase a support plan)

Click Skip/Next

Step 4: Severity

Choose email or phone and provide your contact information.

Choose Time Zone

Step 5: Contact Information

Ensure your contact information is correct.

Add additional contact information if needed.

Step 6: Review

Verify information is correct.

Step 7: Complete

Await follow up from warranty services for further instructions.

When you are contacted via email or phone for the warranty exchange, you must mention that you are from Connors State College.



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Microsoft Office Application Training

Online Support for all of Microsoft Office: <https://support.office.com> **Microsoft**

Word:



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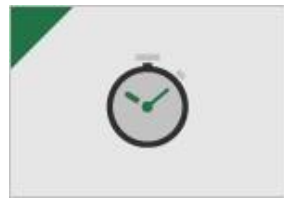
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