

# The Compugen Advantage

## Enhanced Warranty Repair + Replacement Services for Microsoft Devices



As an Authorized Service Provider for Microsoft, our technicians have undergone rigorous training to meet Microsoft's standards, so you are assured that your Surface devices receive top-quality repairs and replacements. Our Enhanced Surface Service Plans can be customized to suit your needs.

### Simple, Efficient, and Convenient

#### Fast Reliable Service

Efficient repairs and replacements using only genuine Microsoft replacement parts. We can have you back up and running by the next business day, minimizing disruption to your productivity.

#### Exceptional Customer Experience

From initial inquiries to post-service feedback, we are committed to providing you with a seamless experience.

#### In and Out-of-Warranty Coverage

Our services have you covered with your 3 and 4-year in-warranty coverage plans that cover a wide range of issues, including hardware failures, software glitches, display malfunctions, and more. We aim to provide comprehensive protection to ensure your Surface device operates smoothly.

#### Location Service Options

If you need on-site assistance or prefer to ship your device to us, we can accommodate your needs.

### Let's Redefine Your Microsoft Surface Warranty Experience

Contact us today, and let's start building your customized plan.

Get Started

### Service Plan Comparison

### Microsoft Surface

Warranty Item	Microsoft Extended Hardware Support Plus	Microsoft Complete for Business Plus	Compugen Enhanced NBD Onsite Service Plan	Compugen Enhanced NBD Onsite Service Plan + Accidental Damage Protection
Choice of 3- or 4-year term	●	●	●	●
Mechanical breakdown coverage	●	●	●	●
Software and hardware telephone support	●	●	●	●
Accidental Damage Protection		●		●
Next Business Day response	●	●	●	●
Onsite Repair or Replacement (Next Business Day) <sup>1</sup>			●	●
1% Spare Pool <sup>2</sup>			●	●
Optional Out of Warranty Repair <sup>3</sup>			●	●
Customizable Coverage Plans <sup>4</sup>			●	●
Compugen Green for Good <sup>5</sup>			●	●
Claim Sharing <sup>6</sup>				

1. Replacement or Repair: Compugen will send a field technician to your site the next business day to perform the requested repair or replacement on the defective device. Compugen uses genuine Microsoft parts for repair.
2. Compugen will maintain a 1% spare pool devices to use for advance exchange during the service call if the unit is unrepairable.
3. Compugen provides repair services for out-of-warranty Surface devices at an additional fee to client.
4. Compugen Next Business Day Onsite Warranty and Compugen Accidental Damage Protection can be customized to meet your specific needs. Examples may include: 30- or 42-month warranty contract, enhanced accidental screen repair coverage, optional accessory coverage, etc.
5. All defective field-replaceable-unit (FRU) parts are recycled.