



Surface Series:

Authorized Service Provider

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Services and Repair

TD SYNEX Canada is a [Microsoft-Authorized Service Provider \(ASP\)](#).

We work closely with Microsoft to help resolve issues that may occur with customer's Microsoft devices. As an ASP, we are trained and have acquired certifications to perform repairs on behalf of Microsoft, we have direct access to Microsoft support, and we use genuine Microsoft parts.

How to request service?

Customers can either send us an email or call our dedicated hotline.

- Email us at Microsoft.ASP.CA@tdsynnex.com
- Call us at 833.581.2568

Service Center

We cover entire Canada, but our service center is in our [Guelph](#) facility. Customers will pay one-way shipping fee. We cover the return shipping fee.



In-House Warranties

As an Authorized Service Provider (ASP), we also provide our own in-house Surface warranties as an [alternative option](#) for customers who missed the 45-day period to purchase Microsoft-branded Surface warranties.

What's the difference?

Customers can purchase our in-house warranties within 90-days from device ship date. Currently, we only offer the equivalent of Microsoft's Extended Hardware Service Plan (2, 3 or 4 years) which covers manufacturing defects.

Pricing will also be different. Since you can purchase our in-house warranties within a longer period from device ship date, cost is higher.

Interested?

Contact your TD SYNEX sales rep/team now. Our in-house warranty SKUs are also available in the monthly Surface Cheat Sheet.



2024 Surface Portfolio

2-in-1 Tablets

Best for: Frontline Workers,
Information Workers,
Executives



Surface Go 4

The smallest and
lightest Surface.



Surface Pro 10

The new AI built
Surface 2 in 1.



Surface Pro 9

The premium and
portable Surface.

Laptops

Best for: Information
Workers, Executives,
Engineers, Developers



Surface Laptop Go 3

The lightest
Surface Laptop.



Surface Laptop 6

The new AI built
Surface Laptop.



Surface Laptop 5

The best Surface
Laptop for most
professionals.



Surface Laptop Studio 2

The most powerful
Surface Laptop ever.

Large Screens

Best for: Hybrid Meetings,
Designers, Mobile Workers



Surface Studio 2+

The all-in-one Surface



Surface Hub 3

Enable teamwork anywhere
with this smart large display
Surface.

Got questions? Email us at
MicrosoftSurfaceCA@tdsynnex.com

