



Surface Series:

Authorized Service Provider

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Services and Repair

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



Surface for Business – 2023 Portfolio



2-in-1 Tablets

Tablet-to-laptop, devices that revolutionized a focus on flexibility, collaboration, and mobility



Go 4

The device for people on the go

Pro 9

The iconic Surface form factor

Laptops for all

A family of devices that raised the bar on impact, married design to collaboration and never sacrificed on performance



Laptop Go 3

The most portable laptop

Laptop 5

The perfect everyday laptop

Laptop Studio 2

Incredibly powerful, infinitely flexible

Powerful and flexible Desktop

All the power of a static desktop in sleek, modern form factors for where experience matters



Studio 2+

The most powerful Surface desktop

Got questions? Email us at
MicrosoftSurfaceCA@tdsynnex.com

