



Microsoft Store – Services Fact Sheet

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Microsoft Store and microsoftstore.com offer an assortment of services, such as Answer Desk tech support and personal training, that empowers every person and every organization to achieve more. For more information, visit microsoftstore.com.

Microsoftstore.com and 24/7 Customer Support

Sign up for Answer Desk tech support appointments on microsoftstore.com and get access to 24/7 phone customer support, including online chat. Online shoppers receive free standard shipping and free returns on products purchased at microsoftstore.com.

In-Store Services

The Microsoft Store experience is designed to help customers get up and running quickly to get the most out of their technology.

- **Answer Desk.** Microsoft Store Answer Desk is the one-stop shop for technical questions, troubleshooting and repairs. Knowledgeable and friendly advisors offer support on all hardware and software. In fact, they'll answer questions and attempt to fix any device with Microsoft software, regardless of brand, operating system or where customers bought it. Answer Desk technicians offer free consultations to assist customers with their devices, understand individual needs, answer questions and make recommendations to solve issues. Services include:

Free Services

- Troubleshooting
- PC tuneup
- Virus and malware checkup and removal
- Basic diagnostics
- Device or service setup
- Device recycling

\$49 Premium Services*

- Data backup and migration – We safely and securely move data from an old PC to a new one.
- Warranty Concierge – We will handle all the coordination from start to finish to get your PC repaired if you are using a Windows 10 partner PC that is covered by the manufacturer's warranty.
- Application or software installation – Our experts make sure new software and applications get installed correctly and run smoothly.

\$149 Premium Services and Membership

- Data recovery – In the unfortunate event you lose your data, Answer Desk technicians have the skills and tools to attempt its recovery.
 - Assure Software Support Membership – This includes one year of unlimited personal one-on-one in-store training sessions (by appointment) and software support via online chat, phone or in-store, and includes in-store PC tuneups, data migration, and virus and malware checks and removals, as well as application and hardware installations and upgrades.
- **Personal training.** Microsoft Store associates educate customers with tutorials about Windows devices, Office 365, OneNote, Skype, OneDrive and more. Personal trainings are available for \$49 for one hour or \$99 for one year of personalized unlimited use.
 - **Microsoft Complete extended warranty plans.** This includes two years of extended service and warranty, data migration, data recovery in-store, virus removal, application installation, in-store personal training, support via online chat, phone and in-store, as well as onsite services and hardware replacements. Plan pricing is below.
 - Surface Pro: \$149
 - Surface Book: \$249
 - Tablets, desktops, laptops and all-in-one PCs: \$99
 - Xbox consoles: \$49**

For more information about Microsoft Store and its services, please contact microsoftstorepress@assemblyinc.com or visit the [Microsoft Store press site](http://MicrosoftStore.press.site).

* Pricing is listed in USD. Pricing and availability vary outside the U.S.

** Microsoft Complete extended warranty for Xbox includes three years of coverage and does not include accident damage from handling.