

# BEST BUY PROTECTION



# ABOUT THIS BOOKLET

Congratulations on purchasing your Best Buy Protection Plan. This booklet contains all the information you need to review your coverage details.

To better understand your coverage, this booklet outlines the Terms and Conditions of your Best Buy Protection Plan. This information includes what is and isn't covered, as well as what to do if you'd like to request services under the Plan. For ease of navigation, this booklet is separated into three parts:

## PART ONE

Sets out how to identify the Best Buy Protection Plan you purchased.

## PART TWO

Sets out the provisions that apply to all Best Buy Protection Plans and includes Definitions, Information About Your Contract, General Conditions, General Exclusions and Limitations, How to Start a Service Request, and where to call if you have any questions regarding your coverage.

## PART THREE

Sets out the specific terms and conditions of the Best Buy Protection Plan you purchased. To find your Best Buy Protection Plan in PART THREE of this booklet, refer to the Table of Contents.

It is important that you read these Terms and Conditions carefully and keep this booklet together with your original purchase invoice in a safe place for future use.



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# PART ONE

## IDENTIFYING YOUR BEST BUY PROTECTION PLAN

Your original Best Buy Canada store purchase invoice shows the product covered by the plan, the Best Buy Protection Plan you purchased, and the term and/or expiry date of your Plan. Find the plan description on your invoice, then refer to the table on page 5 to identify Your Best Buy Protection Plan.

Global Contract ID/Four Part Key →  
Product →  
**Plan Description**  
[Refer to table on page 5 for Plan details](#) →  
SKU of Product Covered by the Plan →

*****START RECEIPT*****		
Best Buy #999		
Thousands of Possibilities, Get Yours		
1234 Des Galeries Blvd., Quebec		
Store Phone #: 555-555-5555		
Best Buy Toll Free: 1-866-BESTBUY		
Keep your receipt		
Val #: 1111-2222-3333-4444		
0999 043 8763 06/19/21	10:08	B4ZC
10630156 XBR65A1E		0,000.00
SONY 65A1E OLED SMT		
10091592 BC Display		00.00
BC DISPLAY > 46		
10344045 MB BBP 4Y T		00.00
MB BBP 4Y TV OS LS		
SKU # 10630156		
SUBTOTAL		0,000.00
GST		000.00
QST		000.00
TOTAL		0,000.00

Your purchase invoice also includes additional details to help you better understand the type of Plan you purchased:

INVOICE CALLOUT	PLAN DESCRIPTION	WHAT DOES IT MEAN?
<b>MB</b>	MB BBP 4Y TV OS LS	The presence of <b>MB</b> (meaning Member) indicates that You have purchased a Best Buy Protection Plan as a Best Buy Member.
<b>BBP</b>	MB <b>BBP</b> 4Y TV OS LS	In this example <b>BBP</b> references the type of Plan purchased.
<b>#Y</b>	MB BBP <b>4Y</b> TV OS LS	The term of Your Plan (in years) is indicated here. For instance, <b>4Y</b> would mean it is a four (4) year Plan and <b>5Y</b> would mean it is a five (5) year Plan.
<b>Covered Product</b>	MB BBP 4Y <b>TV</b> OS LS	The covered product will be indicated here. In this example the covered product is a <b>TV</b> (Television).

INVOICE CALLOUT	PLAN DESCRIPTION	WHAT DOES IT MEAN?
<b>OS</b>	MB BBP 4Y TV <b>OS</b> LS	Select products qualify for On-Site repair. If Your product qualifies for On-Site repair the Plan description will feature an <b>OS</b> as shown in this example.
<b>MP/LS</b>	MB BBP 4Y TV OS <b>LS</b>	<b>LS</b> means You paid Your Best Buy Protection Plan in full. <b>MP</b> means You are paying Your Best Buy Protection Plan monthly.
YOUR PLAN DESCRIPTION	THIS IS YOUR BEST BUY PROTECTION PLAN	YOUR PRODUCT
<b>BBP</b>	Best Buy Protection (see page 13)	<ul style="list-style-type: none"><li>Action Camcorders</li><li>Apple Watch</li><li>Appliances (Major)</li><li>Audio Receivers</li><li>Camcorders</li><li>Camera Lenses</li><li>Computers</li></ul> <ul style="list-style-type: none"><li>Digital Cameras</li><li>Gaming Consoles</li><li>Laptops</li><li>Microwaves</li><li>Projectors</li></ul> <ul style="list-style-type: none"><li>Speakers</li><li>Tablets</li><li>Televisions</li><li>Vacuums</li><li>Wireless Audio</li></ul>
<b>BBPPD</b>	Best Buy Protection with Physical Damage (see page 20)	<ul style="list-style-type: none"><li>Apple Watch</li><li>Computers</li><li>Digital Cameras</li></ul> <ul style="list-style-type: none"><li>Gaming Consoles</li><li>Laptops</li></ul> <ul style="list-style-type: none"><li>Tablets</li><li>Televisions</li></ul>
<b>BBPPD</b>	Best Buy Protection with Physical Damage (for cell phones) (see page 28)	<ul style="list-style-type: none"><li>Cell Phones</li></ul>
<b>BBP+</b>	Best Buy Protection+ (see page 34)	<ul style="list-style-type: none"><li>Computers</li><li>Laptops</li><li>Tablets</li></ul>
<b>BBPR</b>	Best Buy Protection Replacement (see page 42)	<ul style="list-style-type: none"><li>Action Camcorders</li><li>Appliances (small)</li><li>Baby Monitors</li><li>Beverage Makers</li><li>Car Electronics</li><li>Digital Cameras</li><li>Gaming Controllers</li></ul> <ul style="list-style-type: none"><li>Headphones</li><li>Laptops</li><li>Portable Audio</li><li>Portable Gaming</li><li>Pre-Paid phones</li><li>Printers</li><li>Smart Watches</li></ul> <ul style="list-style-type: none"><li>Sound Bars</li><li>Tablets</li><li>Televisions</li><li>Universal Remotes</li><li>Wearables</li><li>Vacuums (Small)</li></ul>
<b>CBBP</b>	You have commercial coverage under Best Buy Protection (see page 17)	<ul style="list-style-type: none"><li>Appliances (Major)</li><li>Televisions</li></ul>

# PART TWO

## DEFINITIONS

Some of the words and phrases in these Terms and Conditions have a particular meaning. We've capitalized these words and explained what they mean below:

**Accessory(ies)** means supplementary items and/or peripheral devices that are included in the original manufacturer's package and form part of Your covered Product, including, but not limited to, external speakers, monitors, keyboards, mice, remote controls, docking stations, power leads, 3D glasses, USB cables, power adapters, batteries (unless excluded under Your Plan), and headphones.

**Assurant, We, Us, or Our** means Assurant Services Canada Inc. who is the provider and the administrator of Your Plan.

**Best Buy Canada** means Best Buy Canada Ltd.

**Commercial Plan** means a Plan purchased for business or commercial purposes, as indicated in Your original purchase invoice.

**Effective Date** means the later of:

1. the date You purchased the Plan; and
2. if Your Product is delivered to You at a later date, the date Your Product is delivered to You by a Best Buy Canada official delivery partner.

**Plan** means the personal or commercial Best Buy Protection Plan You purchased, as indicated in your original purchase invoice.

**Plan Purchase Price** means the consideration paid, or agreed to be paid, by You for the Term of the Plan as shown on Your original purchase invoice.

**Product** means the product You purchased from Best Buy Canada for which You paid the Plan Purchase Price, or its replacement under this Plan.

**Replacement Product** means a refurbished product of like kind and quality with comparable features and functionality to the original Product, though not necessarily of the same brand or colour, not to exceed the original purchase price of Your Product. Technological advances may result in a Replacement Product with a lower retail price than the original Product.

**Service Request** means a request for repair and/or replacement, whichever applies, under the Plan You purchased.

**Term** means the total period of coverage You purchased as indicated in Your original purchase invoice.

**You or Your** means the purchaser of this Plan or any permitted transferee.



## INFORMATION ABOUT YOUR CONTRACT

**Agreement** - You have elected to purchase the Plan for the price of the Term and in respect of the Product purchased from Best Buy Canada. By purchasing the Plan, You acknowledge that You have read and that You accept these Terms and Conditions. No oral or written representations, warranties or conditions will be binding on You or on Us. These Terms and Conditions may not be amended or modified.

Each part or provision of these Terms and Conditions must be interpreted in a way that is valid under applicable law. If any part or provision is found to be unenforceable, the remaining parts or provisions will remain valid and in force.

## GENERAL CONDITIONS

### Manufacturer's Warranty

This Plan does not replace the manufacturer's warranty while the manufacturer's warranty is in effect but provides certain additional services which are available to You from the Effective Date of the Plan. For a description of additional services available to You from the Effective Date, refer to Your Plan under PART THREE of this booklet.

Please note that any services provided under Your Plan before the expiry of Your Product's manufacturer's warranty may void the manufacturer's warranty. Refer to the terms and conditions of Your Product's manufacturer's warranty for further details.



**Cancellation of the Plan**

By Us: We may cancel Your Plan without advance written notice, unless otherwise prohibited by law, on the basis of: (a) in connection to the Product, the Plan, or a Service Request, You: (i) concealment or misrepresentation of any material fact or circumstance, (ii) engagement in fraudulent conduct, (iii) intentional submission of misleading information; (b) Your commercial or rental use of the Product (unless specifically noted as a commercial Plan on Your original purchase invoice); (c) repair or replacement of a Product not performed by a certified and qualified technician authorized by the manufacturer during the manufacturer’s warranty period; (d) repair or replacement of a Product after the manufacturer’s warranty period not authorized by Us; (e) Your failure to comply with any of the terms and conditions set out in these Terms and Conditions; or (f) if paying the Plan Purchase Price in monthly instalments, Your failure to make a monthly payment within 30 days from its due date. If Your Plan is cancelled due to reason (a) (i), (ii), and (iii), You may not be entitled to a refund of any portion of the Plan Purchase Price paid by You, and any past Service Requests in relation to the Product may be subject to further investigation and recovery of any Benefits paid to You.

By You: Refer to the section How to Cancel Your Plan under Your Plan in PART THREE of this booklet for details.

**Transfer of the Plan**

You may transfer this Plan at no cost to another person at any time by calling Us. You must provide the name of the person to whom the Plan is being transferred to. To complete the transfer, the transferee must contact Us and provide contact information or other additional information, as required by Us. The transfer takes effect once the transferee provides the required information.

You must make sure the transferee has the original receipt for the purchase of the Plan and respective Product covered by the Plan in order to receive services under the Plan.

**Assignment of the Plan**

We may assign this Plan to another provider without Your consent and without notice to You. If We assign this Plan and/or its respective contracts, the assignee(s) will assume all obligations to You, We will be released of all obligations, and You agree to look solely to the assignee for the performance of all obligations under the Plan.

**Privacy Policy**

We may collect, use, and share personal information provided by You to Us, and obtained from others with Your consent, or as required or permitted by law. We may use the information to serve You as a customer and communicate with You. We may process and store Your information outside your province in another country, which may be subject to access by government authorities under applicable laws of that country. You may obtain a copy of Our privacy policy by calling 1-888-778-8023 or from Our website ([www.assurant.ca/privacy-policy](http://www.assurant.ca/privacy-policy)). If You have any questions or concerns regarding the privacy policy, the purposes and means for which Your information is being collected, Your rights, Your options for refusing or withdrawing Your consent to the use of Your personal information, you may call Us at the number listed above.



**GENERAL EXCLUSIONS AND LIMITATIONS**

The following exclusions and limitations apply to all Best Buy Protection Plans.

**Exclusions**

Your Plan does not cover:

1. loss or theft;
2. repair or replacement necessitated by any causes other than normal usage and operation of the Product as intended by the manufacturer;
3. malfunction or damage due to exposure to weather, moisture and other environmental conditions;
4. at Our discretion, Products with mould or pest infestation;
5. malfunction or damage due to negligence, misuse, abuse, vandalism, or intentional physical damage;
6. physical damage or malfunction resulting from unauthorized repairs, improper installation, improper equipment modifications, or unauthorized disassembly;
7. unintentional physical damage, unless covered under Your Plan. Refer to the details of Your Plan in PART THREE of this booklet;
8. transportation damage (except damage incurred by authorized shipment of Your Product to and from a Best Buy Canada store or authorized service centre);
9. pixel burnout not in accordance with the manufacturer’s guidelines or over 3 dead pixels, if not specified by the manufacturer;
10. viruses or malware, software generated problems;
11. acts of nature or any other peril originating from outside of the Product;
12. catastrophic damage including, but not limited to, being crushed, penetrated, bent, falling from heights such as balconies or windows, being run over, falling from moving vehicles, and liquid immersion/submersion not in accordance with the manufacturer’s guidelines;
13. software and data;
14. accessories that do not come with Your Product in the original manufacturer’s package;

- 15. lost parts such as remotes, knobs, or other similar parts, or lost parts used with data and non-data phone devices;
- 16. consumable parts, including, but not limited to, light bulbs (including, but not limited to, lamps and optical units), rinse aids, filter, belts, cartridges, drums, external power source batteries or portable battery chargers, and end-user replaceable print heads;
- 17. unauthorized servicing, transportation or shipping charges;
- 18. Products with removed, defaced or altered serial numbers or International Mobile Equipment Identity (IMEI) number;
- 19. Products used for commercial purposes, unless You purchased a commercial Plan;
- 20. Products used by the general public, used as a lease or rental, or used in common areas in multi-family housing;
- 21. indirect, consequential or incidental damages, including, but not limited to, loss of profits, loss of data, down-time and charges for time and effort;
- 22. fees related to third party contracts;
- 23. personal items left in the Product;
- 24. “no problem found” or “no fault found” type diagnosis and intermittent errors that cannot be reproduced; or
- 25. minor imperfections or textures that meet design specifications or are considered normal by the manufacturer, that do not affect functionality of the Product, including, but not limited to, lumps and bumps on the screen; or
- 26. cosmetic imperfections that do not affect functionality of the Product including, but not limited to, scratches, dents, or rust.

Limitations

The following is not intended to liberate Us from the consequences of Our own acts or the acts of Our representatives.

- 1. Neither Assurant or Best Buy Canada are liable to You if they are unable to perform their obligations due to events such as, but not limited to, acts of God, strikes, lockouts, labour disputes, inability to obtain services, labour, or materials or reasonable substitutes therefor, governmental actions, epidemics/pandemics, civil commotions, fire or other casualty, and any other causes they are not able to control.
- 2. Neither Assurant or Best Buy Canada are liable to You for viruses, property damage, loss of use, interruption of business, lost profits, lost data or consequential, punitive or special damages, howsoever caused, whether for breach of warranty, contract, tort (including negligence), strict liability or otherwise.
- 3. The maximum liability to You is limited to the Plan Purchase Price You paid for the Product to be repaired or replaced under Your Plan.

**NOTE: Some Plans may have additional exclusions and limitations. Refer to Your Plan in PART THREE of this booklet for details.**

HOW TO START A SERVICE REQUEST

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details.

Here’s how to start a Service Request based on the type of Product covered by Your Plan.

PRODUCT TYPE	GO TO A BEST BUY CANADA STORE	LIVE CHAT WITH US BESTBUY.CA/ CONNECTNOW	GO ONLINE BESTBUY.CA/ PROTECTION
Apple Watch	✓	✓	✓
Desktop and all-in-one Computers	✓		
Digital Cameras	✓	✓	✓
Gaming Consoles	✓	✓	✓
Home Theatre Receivers and Speakers	✓		
Laptops & Tablets	✓	✓	✓
Major Appliances		✓	✓
Cell Phones		✓	✓
Televisions (32” and larger)		✓	✓
Televisions (under 32”)	✓		
All other products	✓		
Products covered by the Best Buy Protection Replacement Plan		✓	✓



To start a Service Request online at **bestbuy.ca/protection**, You will first need to find Your Plan in the system. This can be done in one of two ways:

- 1. use Your email address and telephone number; or
- 2. click on “Use Global Contract ID Instead,” which will allow You to locate Your Plan using Your Global Contract ID/Four Part Key and the Best Buy Protection SKU. To find this information on Your original purchase invoice, refer to the section **IDENTIFYING YOUR BEST BUY PROTECTION PLAN** in PART ONE of this booklet.

Once Your Plan has been successfully located, You will receive an email containing an access link and a code. You can click on the link or use the code to access Your Plan information. Please note that the access link and code expire in 15 minutes.

**For additional information about requesting service specific to Your Plan, refer to the section *Starting a Service Request under Your Plan* in PART THREE of this booklet.**

## INQUIRIES

For inquiries You can live chat with Us at **bestbuy.ca/connectnow**, see the FAQs at **bestbuy.ca/protection**, or call 1-866-BESTBUY (1-866-237-8289). We will assist You in starting a Service Request or answer any questions You may have about Your Plan.



# PART THREE

## BEST BUY PROTECTION

### WHAT’S COVERED\*

- ✓ 100% of parts and labor are covered to repair manufacturer defects not covered by the manufacturer’s warranty
- ✓ Malfunction due to power surge under Power Surge Protection (see page 17)
- ✓ Replacement of Your Product if We can’t repair it (see page 18)
- ✓ On-Site Repair Service for select Products (see page 17)
- ✓ Global Coverage Service (see page 18)
- ✓ Replacement of your Product when it qualifies for our No Lemon Policy (see page 18)
- ✓ Coverage for all of the Accessories that came in the original packaging
- ✓ Your Plan is fully transferable with no additional costs

### WHAT’S NOT COVERED\*

- ✗ On-Site Repair Service for qualifying Products if you live outside of a 60km radius from a Best Buy Canada store (see page 17)
- ✗ Loss of data and/or data recovery
- ✗ User-replaceable batteries

\*Subject to the terms, conditions, exclusions and limitations as outlined in PART TWO and PART THREE of this booklet.

SECTION 1

IMPORTANT INFORMATION ABOUT YOUR PLAN

Product Coverage

Your Plan covers Your Product and Accessories when used primarily for personal, family or household purposes or in a home office setting, unless You purchased a Commercial Plan.

Duration of Plan

Your Plan starts on the Effective Date and ends on the earliest of:

- 1. the date the Term of Your Plan expires;
- 2. the date the Plan is cancelled in accordance with the *Cancellation of Your Plan* section in PART TWO of this booklet or under **How to Cancel Your Plan** in this Section 1 of Your Plan description; and
- 3. the date You are issued a store credit or Replacement Product.

No services will be provided under the Plan once ended.

How to Cancel Your Plan

You may cancel Your Plan for any reason at any time within the first thirty (30) days of purchase and receive a full refund of any payment made to this Plan, less the cost of services received, unless otherwise prohibited by law. To receive Your refund, You must deliver the cancellation request along with this document and all original purchase invoices to a Best Buy Canada store. After the first thirty (30) days, no refund will apply.

Workmanship Guarantee

The quality of workmanship of repairs performed under the Plan are guaranteed for 90 days from the date the repair is completed.

SECTION 2

CUSTOMER RESPONSIBILITIES

Payment of Plan Purchase Price

The Plan Purchase Price may be paid in one single payment or in convenient monthly payments over the Term of Your Plan. The Plan Purchase Price is the same for both payment options.

If paying monthly, the first monthly payment must be paid at the time You purchase the Plan and will be charged to the credit card account designated by You. Monthly payments for the remainder of the Term of Your Plan will be charged to the same credit card. To access Your Plan online, follow the steps described under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

At any time during the Term of Your Plan, You may pay out the sum of the remaining monthly instalments in one single payment.

Before Providing Your Product for Service

- 1. remove any screen lock application (PIN, touch ID, or password);
- 2. deactivate any activation lock such as Apple’s “Find My” app or Google Activation Lock;
- 3. remove all confidential, proprietary and personal information, including login information and passwords (i.e. cached information); and
- 4. remove all removable media, such as CDs, DVDs, PC Cards or internet sticks.

**It is Your responsibility to back up the contents of Your Product, including, without limitation, its hard drive, and remove any data from parts of Your Product before services are performed, including any data You have stored or software You have installed. It is possible that the contents of any hard drive or data storage component will be lost or reformatted in the course of service.**

Where possible, and subject to availability of software, Your Product will be returned to You configured as originally purchased, subject to applicable updates. Third-party applications/software previously installed in the Product may not be compatible or properly function with the Product as a result of required updates to original software configuration. This Plan does not include restoration of data to Your Product.

We will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product that is repaired or replaced by Us under the Plan.

When sending a Product to an authorized service facility, You are responsible for properly packaging Your Product in either its original packaging or packaging affording an equal degree of protection.

Before Receiving On-Site Repair Service

If Your Product is covered under the On-Site Repair Service as described in Section 3, You must:

- 1. provide a safe, non-threatening environment;
- 2. follow all safety protocols and/or advisories issued by governmental agencies or public health units; and
- 3. Your Product must be accessible with clear and unobstructed access as determined solely by the certified service technician.

If Your TV is wall mounted, You may be required to remove it from the mount.





SECTION 3

FEATURES OF YOUR PLAN

The features of your Plan are available to You from the Effective Date, unless covered by the manufacturer during the manufacturer’s warranty period.

Assistance Services

- During The Terms of Your Plan, You will have access to the following Product and Plan assistance services:
- 24-hour / 7-day per week bilingual French/English on-line and telephone support, including managing repair services.
  - Assisting with Product performance questions in order to expedite the restoration of Your Product to normal operating conditions.
  - Identifying and dispatching of screened technicians qualified to provide technical assessment and/or repair services for Your Product.
  - Diagnosing Your Product to determine the source of the defect.
  - Managing the repair process and delivery of services.
  - Monitoring and enforcing service standards to ensure quality of service by repair service centres and technicians.

Certified Service Network

We ensure quality service is delivered to You through Our network of certified service technicians, and constantly monitor the quality of service provided. Additionally, We require that all service repair centres maintain 1) suitable repair facilities in accordance with good business practices; and 2) appropriate licensing in compliance with applicable local, provincial and federal laws that pertain to repair centre businesses.

Product Specific Services

Your Plan covers:

TELEVISION	FRIDGE & FREEZER	WASHER & DRYER
<ul style="list-style-type: none"><li>• Repair for burn-in and ghost imaging</li><li>• Pixel burnout coverage based upon manufacturer’s guidelines or up to 3 dead pixels, if not specified by the manufacturer</li><li>• Repair of blown speaker components not due to intentional abuse or misuse for speakers covered under the Plan</li></ul>	<p>An allowance of up to \$300 for food spoilage per service repair for refrigerators and freezers. Food spoilage covers perishable items only and must be verified by an authorized service technician. You will be required to provide a copy of the invoice detailing the replacement goods.</p>	<p>A reimbursement of up to \$50 for laundry cleaning services per service repair for washers and dryers if your Product is out of service for more than seven (7) consecutive days. You will be required to submit an itemized list for each laundry reimbursement request.</p>

On-Site Repair Service

On-Site Repair Service is included for TVs larger than 32”, major appliances and over-the-range microwaves.

Our certified service technician will attempt to complete repairs at Your address. After inspection and assessment by the certified service technician, due to the nature of some repairs, We may, at Our cost, arrange for Your Product to be transported or shipped to a Best Buy Canada store or authorized service centre to complete the repair.

If the fault diagnosis determines the problem is related to an Accessory, then a replacement may be mailed to You for self-installation, or We may request that You first deliver the defective Accessory to a Best Buy Canada store.

**Limitations:** If You live beyond a 60km radius of a Best Buy store, or in an area not accessible by municipally maintained roads, Your Service Request may be processed under the Global Coverage Service or on a carry-in basis at a Best Buy Canada store.

Product Repair Service with Power Surge Protection

If Your Product suffers mechanical breakdown as a result of manufacturer’s defects in materials and workmanship not covered by the manufacturer’s warranty or suffers damage from a power surge occurring during the Term of the Plan, We will repair Your Product in order to restore it to normal operating condition. Repairs include labour and replacement parts costs. Repairs due to power surge will be provided from the Effective Date and cover only hardware.

Replacement parts may be restricted to refurbished or non-original manufacturer’s parts that perform to the manufacturer’s specifications.

**Limitations:** At Our option, as opposed to covering the cost of repair, We may cover the cost of a Replacement Product or, at Our sole discretion, You may be issued a store credit for the current replacement value, not to exceed the original purchase price. If You are issued a store credit or receive a Replacement Product, Your Plan will immediately be deemed fulfilled.



Product Replacement Service

If a repair takes longer than sixty (60) days to complete, We will, at Our sole discretion, either cover the cost of a Replacement Product or issue a store credit for the current replacement value, not to exceed the original purchase price, upon which Your Plan will immediately be deemed fulfilled and will not apply to any Replacement Product or any product purchased by You with the store credit.

The 60-day service period begins when Your Product arrives at a Best Buy Canada store or an authorized service location and ends when the repaired Product is made available to You for pick up. If Your Product is covered under the On-Site Repair Service and the repairs are being performed on-site, the 60-day service period begins on the date You initiated the Service Request and ends when the Product is deemed repaired by Our certified service technician.

**Limitations:** This service does not apply to maintenance checks, cleanings, customer education, repairs or replacements of Accessories including but not limited to remotes, docking stations, or other similar parts, or any repairs performed outside Canada.

No Lemon Policy

If Your Product is repaired three times under the Plan, and the same repaired Product then requires a fourth covered repair, as diagnosed by an authorized technician, We will cover the cost of a Replacement Product. **KEEP YOUR SERVICE INVOICES;** We cannot provide copies of service invoices. You must return the damaged repaired Product and purchase invoices along with the authorized service repair invoices from the three prior separate service repair incidents to qualify for No Lemon Policy.

For clarity, one repair under the No Lemon Policy means a repair requiring functional part(s) repair or replacement to which a unique identifying Service Request number is assigned and does not include any repairs performed under the Workmanship Guarantee.

**Limitations:** This service does not apply to: (a) repairs due to physical damage (including screen failure) or liquid resistance failure covered under the Plan; (b) repair services that are resolved by minor soldering or repair of loose wires; (c) repair service calls that do not result in a physical repair such as maintenance checks, cleanings, customer education; (d) replacement or repair of Accessories; (e) reloading or servicing software; or (f) repairs that are performed outside Canada.

Global Coverage Service

*Global Coverage Service is available on a limited basis and at Our sole discretion.*

If You require Global Coverage Service and have obtained a repair authorization number prior to work being done, You will be reimbursed for any authorized charges paid by You to the service provider.

**Limitations:** This service does not include No Lemon Policy and Product Replacement Service. At Our sole discretion, this service may not be available for On-Site Repair Service or Service Requests due to physical damage (including screen failure) or liquid resistance failure.

SECTION 4  
STARTING A SERVICE REQUEST

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details.

To start Your Service Request or check the status of Your Service Request, You can live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or visit Us online by following the steps under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

**All repairs, except those noted in the “On-Site Repair Service” section in Section 3, will be performed at a Best Buy Canada store on a carry-in basis only.** For On-Site Repair Service repairs, Our certified service technician will contact You to schedule a service appointment.

NOTE: During the manufacturer’s warranty period, contact the manufacturer directly for services covered under the manufacturer’s warranty, including where You have On-Site Repair Service.

Global Coverage Service

You must obtain repair authorization PRIOR to any work being done. Live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow).

End of Terms and Conditions for Best Buy Protection

BEST BUY TV SETUP & CALIBRATION BENEFIT\*

In the event that your Television needs to be replaced under the terms of your Best Buy Protection Plan, you may be eligible to have Geek Squad perform a setup of and/or a calibration on your replacement Television.

Who is entitled to this benefit?

If, when you originally purchased your Television, you paid Geek Squad to perform a setup (such as wall mounting) and/or a calibration service, then if your Television is replaced under your Protection Plan Geek Squad we will perform these same services on your replacement Television. Additional costs may apply if your replacement Television is larger than your original Television, if you require new mounting hardware and accessories or if you live beyond fifty (50) kilometers from a Best Buy Canada store. This benefit applies only to Televisions used in non-commercial environments.

**NOTE: THE BEST BUY TV SETUP & CALIBRATION BENEFIT IS A SEPARATE PROGRAM OFFERED BY BEST BUY CANADA AND IS NOT ADMINISTERED BY ASSURANT. THE PROGRAM MAY BE AMENDED OR DISCONTINUED AT ANYTIME.**

**\*Please see in-store for full details.**



# BEST BUY PROTECTION WITH PHYSICAL DAMAGE

This Plan covers Televisions, Desktop Computers, Laptops, Tablets, Gaming Consoles, Digital Cameras, and Apple Watch.

### WHAT'S COVERED\*

- ✓ 100% of parts and labor are covered to repair manufacturer defects not covered by the manufacturer's warranty
- ✓ Malfunction due to power surge under Power Surge Protection (see page 24)
- ✓ Replacement of Your Product if We can't repair it (see page 25)
- ✓ On-Site Repair Service for select Products (see page 24)
- ✓ Up to two (2) repairs due to physical damage (including screen failure) or liquid resistance failure
- ✓ Global Coverage Service (see page 25)
- ✓ Replacement of Your Product when it qualifies for Our No Lemon Policy (see page 25)
- ✓ Coverage for all of the Accessories that came in the original packaging
- ✓ Your Plan is fully transferable with no additional costs

### WHAT'S NOT COVERED\*

- ✗ On-Site Repair Service for qualifying Products if you live outside of a 60km radius from a Best Buy Canada store (see page 24)
- ✗ Loss of data and/or data recovery
- ✗ User-replaceable batteries

\*Subject to the terms, conditions, exclusions and limitations as outlined in PART TWO and PART THREE of this booklet.

## SECTION 1 IMPORTANT INFORMATION ABOUT YOUR PLAN

### Product Coverage

Your Plan covers Your Product and Accessories when used primarily for personal, family or household purposes or in a home office setting, unless You purchased a Commercial Plan.

### Duration of Plan

Your Plan starts on the Effective Date and ends on the earliest of:

1. the date the Term of Your Plan expires;
2. the date the Plan is cancelled in accordance with the *Cancellation of Your Plan* section in PART TWO of this booklet or under **How to Cancel Your Plan** in this Section 1 of Your Plan description; and
3. if paying the Plan Purchase Price in monthly instalments, the date You are 30 days late making Your monthly payment.

No services will be provided under the Plan once ended.

### How to Cancel Your Plan

You may cancel Your Plan for any reason at any time within the first thirty (30) days of purchase and receive a full refund of any payment made to this Plan, less the cost of services received, unless otherwise prohibited by law. To receive Your refund, You must deliver the cancellation request along with this document and all original purchase invoices to a Best Buy Canada store.

After the first thirty (30) days, you may cancel this Plan, for any reason at any time by live chat at **bestbuy.ca/connectnow** or calling 1-866-BESTBUY. You will be entitled to a refund of any unearned portion of the Plan Purchase Price paid by You.

### Workmanship Guarantee

The quality of workmanship of the repairs performed under Your Plan are guaranteed for 90 days from the date the repair is completed.

## SECTION 2 CUSTOMER RESPONSIBILITIES

### Payment of Plan Purchase Price

The Plan Purchase Price may be paid in one single payment or in convenient monthly payments over the Term of Your Plan. The Plan Purchase Price is the same for both payment options.

If paying monthly, the first monthly payment must be paid at the time You purchase the Plan and will be charged to the credit card account designated by You. Monthly payments for the remainder of the Term of Your Plan will be charged to the same credit card. To access Your Plan online, follow the steps described under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

At any time during the Term of Your Plan, You may pay out the sum of the remaining monthly instalments in one single payment.

**Before Providing Your Product for Service**

- 1. remove any screen lock application (PIN, touch ID, or password);
- 2. deactivate any activation lock such as Apple’s “Find My” app or Google Activation Lock;
- 3. remove all confidential, proprietary and personal information, including login information and passwords (i.e. cached information); and
- 4. remove all removable media, such as CDs, DVDs, PC Cards, or internet sticks.

**It is Your responsibility to back up the contents of Your Product, including, without limitation, its hard drive, and remove any data from parts of Your Product being returned before services are performed, including any data You have stored or software You have installed. It is possible that the contents of any hard drive or data storage component will be lost or reformatted in the course of service.** Where possible, and subject to availability of software, Your Product will be returned to You configured as originally purchased, subject to applicable updates. This Plan does not include restoration of data to Your Product. Third-party applications/software previously installed in the Product may not be compatible or properly function with the Product as a result of required updates to original software configuration.

We will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product that is repaired or replaced by Us.

When sending a Product to an authorized service facility, You are responsible for properly packaging Your Product in either its original packaging or packaging affording an equal degree of protection.

**Before Receiving On-Site Repair Service**

If Your Product is covered under the On-Site Repair Service as described in Section 3, You must:

- 1. provide a safe, non-threatening environment;
- 2. follow all safety protocols and/or advisories issued by governmental agencies or public health units; and
- 3. Your Product must be accessible with clear and unobstructed access as determined solely by the certified service technician.

If Your TV is wall mounted, You may be required to remove it from the mount.

SECTION 3  
**FEATURES OF YOUR PLAN**

*The features of your Plan are available to You from the Effective Date, unless covered by the manufacturer during the manufacturer’s warranty period.*

**Assistance Services**

During the Term of Your Plan, You will have access to the following Product and Plan assistance services:

- 24-hour / 7-day per week bilingual French/English on-line and telephone support, including managing repair services.
- Assisting with Product performance questions in order to expedite the restoration of Your Product to normal operating conditions.
- Identifying and dispatching of screened technicians qualified to provide technical assessment and/or repair services for Your Product.
- Diagnosing Your Product to determine the source of the defect.
- Managing the repair process and delivery of services.
- Monitoring and enforcing service standards to ensure quality of service by repair service centres and technicians.

**Certified Service Network**

We ensure safe and quality service is delivered to You through Our network of certified service technicians, and constantly monitor the quality of service provided. Additionally, We require that all service repair centres maintain 1) suitable repair facilities in accordance with good business practices; and 2) appropriate licensing in compliance with applicable local, provincial and federal laws that pertain to repair centre businesses.

**Product Specific Services**

Your Plan covers:

TELEVISION

- Repair for burn-in and ghost imaging
- Pixel burnout coverage based upon manufacturer’s guidelines or up to 3 dead pixels, if not specified by the manufacturer
- Repair of blown speaker components not due to intentional abuse or misuse for speakers covered under the Plan



On-Site Repair Service

On-Site Repair Service is included for TVs larger than 32”, major appliances and over-the-range microwaves.

Our certified service technician will attempt to complete repairs at Your address. After inspection and assessment by the certified service technician, due to the nature of some repairs, We may, at Our cost, arrange for Your Product to be transported or shipped to a Best Buy Canada store or authorized service centre to complete the repair.

If the fault diagnosis determines the problem is related to an Accessory, then a replacement may be mailed to You for self-installation, or We may request that You first deliver the defective Accessory to a Best Buy Canada store.

**Limitations:** If You live beyond a 60km radius of a Best Buy Canada store, or in an area not accessible by municipally maintained roads, Your Service Request may be processed under the Global Coverage Service or on a carry-in basis at a Best Buy Canada store.

Product Repair Service

- **Mechanical Breakdown with Power Surge Protection:** If Your Product suffers mechanical breakdown as a result of manufacturer’s defects in materials and workmanship not covered by the manufacturer’s warranty or suffers damage from a power surge occurring during the Term of the Plan, We will repair Your Product in order to restore it to normal operating condition. Repairs include labour and replacement parts costs. Repairs due to power surge will be provided from the Effective Date and cover only hardware.

Replacement parts may be restricted to refurbished or non-original manufacturer’s parts that perform to the manufacturer’s specifications.

If during a Service Request, We determine that failure of Your Product is due to physical damage, Your Service Request will be processed under the Physical Damage Repairs section and may be subject to a service fee.

- **Physical Damage Repairs (and applicable service fees):** If Your Product suffers physical damage (including screen failure) or liquid resistance failure, occurring during the Term of the Plan, We will repair Your Product in order to restore it to normal operating conditions. A service fee will apply as follows:

PRODUCT TYPE	RETAIL PRICE OF PRODUCT	SERVICE FEE
Televisions	Up to \$2,000	\$200
	\$2,001 and over	\$400

A maximum of **two (2)** repair services or, if repair is not possible, **one (1)** replacement service are permitted during the Term of Your Plan.

At Our option, as opposed to repairing Your Product, We may choose to replace it with a Replacement Product, not to exceed the original purchase price of Your Product.

Replacement parts may be restricted to refurbished or non-original manufacturer’s parts that perform to the manufacturer’s specifications.

Product Replacement Service

If a repair takes longer than twenty (20) business days to complete, We will cover the cost of a Replacement Product. The service period begins when the Product arrives at a Best Buy Canada store or an authorized service location and ends when the repaired Product is made available to You for pick up. For On-Site Repair Service, the service period begins at the time of the initial service call.

**Limitations:** This service does not apply to maintenance checks, cleanings, customer education, repairs or replacements of Accessories including, but not limited to, remotes, docking stations, or other similar parts, or any repairs performed outside Canada.

No Lemon Policy

If Your Product is repaired three times under the Plan, and the same repaired Product then requires a fourth covered repair, as diagnosed by an authorized technician, We will cover the cost of a Replacement Product. **KEEP YOUR SERVICE INVOICES;** We cannot provide copies of service invoices. You must return the damaged repaired Product and purchase invoices along with the authorized service repair invoices from the three prior separate service repair incidents to qualify for No Lemon Policy.

For clarity, one repair under the No Lemon Policy means a repair requiring functional part(s) repair or replacement to which a unique identifying Service Request number is assigned and does not include any repairs performed under the Workmanship Guarantee.

**Limitations:** This service does not apply to: (a) repairs due to physical damage (including screen failure) or liquid resistance failure covered under the Plan; (b) repair services that are resolved by minor soldering or repair of loose wires; (c) repair service calls that do not result in a physical repair such as maintenance checks, cleanings, customer education; (d) replacement or repair of Accessories; (e) reloading or servicing software; or (f) repairs that are performed outside Canada.

Global Coverage Service

*Global Coverage Service is available on a limited basis and at Our sole discretion.*

If You require Global Coverage Service and have obtained a repair authorization number prior to work being done, You will be reimbursed for any authorized charges paid by You to the service provider.

**Limitations:** This service does not include No Lemon Policy and Product Replacement Service. At Our sole discretion, this service may not be available for On-Site Repair Service or Service Requests due to physical damage (including screen failure) or liquid resistance failure.

SECTION 4

# STARTING A SERVICE REQUEST

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details.

To start Your Service Request or check the status of Your Service Request, You can live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or You can visit Us online by following the steps under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

**All repairs, except those noted in the “On-Site Repair Service” section in Section 3, will be performed at a Best Buy Canada store on a carry-in basis only.** For On-Site Repair Service repairs, Our certified service technician will contact You to schedule a service appointment.

NOTE: During the manufacturer’s warranty period, contact the manufacturer directly for services covered under the manufacturer’s warranty, including where You have On-Site Repair Service.

## Global Coverage Service

You must obtain repair authorization PRIOR to any work being done. Live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow).

End of Terms and Conditions for Best Buy Protection with Physical Damage

# BEST BUY TV SETUP & CALIBRATION BENEFIT\*

In the event that your Television needs to be replaced under the terms of your Best Buy Protection Plan, you may be eligible to have Geek Squad perform a setup of and/or a calibration on your replacement Television.

## Who is entitled to this benefit?

If, when you originally purchased your Television, you paid Geek Squad to perform a setup (such as wall mounting) and/or a calibration service, then if your Television is replaced under your Protection Plan Geek Squad we will perform these same services on your replacement Television. Additional costs may apply if your replacement Television is larger than your original Television, if you require new mounting hardware and accessories or if you live beyond fifty (50) kilometers from a Best Buy Canada store. This benefit applies only to Televisions used in non-commercial environments.

**NOTE: THE BEST BUY TV SETUP & CALIBRATION BENEFIT IS A SEPARATE PROGRAM OFFERED BY BEST BUY CANADA AND IS NOT ADMINISTERED BY ASSURANT. THE PROGRAM MAY BE AMENDED OR DISCONTINUED AT ANYTIME.**

**\*Please see in-store for full details.**

# BEST BUY LOANER PROGRAM FOR LAPTOPS, DESKTOPS, TABLETS AND TELEVISIONS\*

In the event your Product needs to be retained for a Best Buy facilitated repair, you may be eligible for the Best Buy Loaner Program.

For Televisions, a refundable deposit equaling up to the price of the loaner television, to a maximum of \$400 plus tax and EHF (Environment Handling Fee), is required. The loaner product must be returned the earlier of 60 days or concurrent with the return of Your Product.

**NOTE: THE BEST BUY LOANER PROGRAM IS A SEPARATE PROGRAM OFFERED BY BEST BUY CANADA AND IS NOT ADMINISTERED BY ASSURANT. THE PROGRAM MAY BE AMENDED OR DISCONTINUED AT ANY TIME.**

**\*Additional Terms and Conditions apply. Please see in-store for full details.**







# BEST BUY PROTECTION WITH PHYSICAL DAMAGE (FOR CELL PHONES)

## WHAT'S COVERED\*

- ✓ You are entitled to five (5) Service Requests per contract term inclusive of two (2) physical damage Service Requests and one (1) user replaceable battery Service Request
- ✓ Coverage for all of the Accessories that came in the original packaging
- ✓ Your Plan is fully transferable with no additional costs

## WHAT'S NOT COVERED\*

- ✗ Loss of data and/or data recovery

\*Subject to the terms, conditions, exclusions and limitations as outlined in PART TWO and PART THREE of this booklet.

## SECTION 1 IMPORTANT INFORMATION ABOUT YOUR PLAN

### Product Coverage

Your Plan covers Your Product and Accessories when used primarily for personal, family or household purposes or in a home office setting, unless You purchased a Commercial Plan.

This Plan provides a **maximum of five (5) Service Requests** during the entire Term of the Plan, which includes a maximum of **two (2)** physical damage Service Requests and a maximum of **one (1)** user-replaceable battery replacement Service Request.

### Duration of Plan

Your Plan starts on the Effective Date and ends on the earliest of:

1. the date the Term of Your Plan expires;
2. the date the Plan is cancelled in accordance with the *Cancellation of Your Plan* section in PART TWO of this booklet or under **How to Cancel Your Plan** in this Section 1 of Your Plan description; and
3. if paying the Plan Purchase Price in monthly instalments, the date You are 30 days late making Your monthly payment.

No services will be provided or paid under the Plan once ended.

### How to Cancel Your Plan

You may cancel Your Plan for any reason at any time within the first thirty (30) days of purchase and receive a full refund of any payment made to this Plan, less the cost of services received, unless otherwise prohibited by law. To receive Your refund, You must deliver the cancellation request along with this document and all original purchase invoices to a Best Buy Canada store.

After the first thirty (30) days, you may cancel this Plan, for any reason at any time by live chat at **bestbuy.ca/connectnow** or calling 1-866-BESTBUY. You will be entitled to a refund of any unearned portion of the Plan Purchase Price paid by You.

### Workmanship Guarantee

The quality of workmanship of the repairs performed under Your Plan are guaranteed for 90 days from the date the repair is completed.



SECTION 2

CUSTOMER RESPONSIBILITIES

Payment of Plan Purchase Price

The Plan Purchase Price may be paid in one single payment or in convenient monthly payments over the Term of Your Plan. The Plan Purchase Price is the same for both payment options.

If paying monthly, the first monthly payment must be paid at the time You purchase the Plan and will be charged to the credit card account designated by You. Monthly payments for the remainder of the Term of Your Plan will be charged to the same credit card. To access Your Plan online, follow the steps described under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

At any time during the Term of Your Plan, You may pay out the sum of the remaining monthly instalments in one single payment.

Payment of Service Fee

Replacement of Your Product will be subject to a service fee (“Service Fee”) based on the value of Your Product, as set out in Your original purchase invoice. During the first year of the Term of Your Plan, the Service Fee will apply only to physical damage (including screen failure) or liquid resistance damage. After the first year and for the remainder of the Term of Your Plan, the Service Fee will apply to all Service Requests.

VALUE OF PRODUCT	SERVICE FEE
\$0 - \$299.99	\$50
\$300 - \$699.99	\$100
\$700 – \$1,999.99	\$200
\$2,000 - \$2,999.99	\$300
\$3,000 and over	\$400

Before Shipping Your Product to Us

1. remove any screen lock application (PIN, touch ID, or password);
2. deactivate any activation lock such as Apple’s “Find My” app or Google Activation Lock. Products received with any activation lock still active will be returned to You and may be subject to additional fees (see *Section 4 – Starting a Service Request* for more information);
3. remove all confidential, proprietary and personal information, including login information and passwords (i.e. cached information); and
4. remove all removable cards such as media and SIM cards.

**Please Note: It is Your responsibility to back up the contents of Your Product, remove any data, and properly package Your Product in its original packaging or other packaging affording an equal degree of protection prior to sending Your Product to Us.** Upon Our receipt of Your defective Product, a factory reset will be performed. We will not be responsible for any loss of data or other information stored in the Product.

SECTION 3

FEATURES OF YOUR PLAN

*All the features of your Plan are available to You from the Effective Date, including during the manufacturer’s warranty period.*

Assistance Services

During the Term of Your Plan, You will have access to the following Product and Plan assistance services:

- 24-hour / 7-day per week bilingual French/English on-line and telephone support, including managing repair services.
- Assisting with Product performance questions in order to expedite the restoration of Your Product to normal operating conditions.
- Managing the technical assessment of Your defective Product.
- Managing the Replacement Product issuance process including arranging for Product and battery replacements.
- Shipping of a Replacement Product and arranging for the return of a defective Product.

Product Repair or Replacement Service

- **Mechanical Breakdown with Power Surge Protection:** If Your Product suffers mechanical breakdown as a result of manufacturer’s defects in materials and workmanship or suffers damage from a power surge occurring during the Term of the Plan, We will cover the cost of repairing Your Product to normal operation condition. If repair is not possible or You have chosen the Advance Exchange option under *Section 4 – Starting a Service Request*, we will cover the cost of a Replacement Product.

If during a Service Request, We determine that failure of Your Product is due to physical damage, Your Service Request will be processed under the Physical Damage Replacement Service section and will be subject to the Service Fee.

- **Physical Damage Replacement Service:** If Your Product suffers physical damage (including screen failure) or liquid resistance failure, occurring during the Term of the Plan, We will cover the cost of repairing Your Product to normal operation condition. If repair is not possible or You have chosen the Advance Exchange option under *Section 4 – Starting a Service Request*, we will cover the cost a Replacement Product.

### Accessory Replacement

Where an Accessory is determined to be defective, this Plan will cover a replacement Accessory. If a replacement Accessory is not available, a new accessory of like kind and quality with comparable features and functionality will be provided. Replacement of an Accessory counts as one Service Request under the Plan.

### User-Replaceable Battery Replacement

This Plan covers the replacement of **one (1)** battery in total during the Term of the Plan. At Our option, **the replacement battery may be new, refurbished or a nonoriginal manufacturer’s battery that performs to the manufacturer’s specifications for the Product.** Replacement of a user-replaceable battery counts as one Service Request under the Plan.



## SECTION 4 STARTING A SERVICE REQUEST

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details. To start Your Service Request or check the status of Your Service Request, You can live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or visit Us online by following the steps under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet. **You will be required to provide a credit card at time of arranging for service.**

If Your Product is determined to be defective, You may choose one of the following options:

- **Standard Exchange:** We will supply You with a return courier package which You must use to ship Your defective Product to Us. Once We receive Your defective Product, We will repair You Product and ship it back to You by courier at Your address in Canada. If Your Product cannot be repaired, We will ship a Replacement Product to You as soon as the Replacement Product becomes available to Us.
- **Advance Exchange** (this option is only available for Service Requests placed 90 days after the Effective Date): Your Replacement Product and a return courier package will be shipped to You by courier at Your address in Canada as soon as the Replacement Product becomes available to Us. You must use the return courier package supplied to You ship Your defective Product to Us within **fifteen (15) days** of receiving Your Replacement Product.

Advance Exchange Deposit: **You will be charged a refundable deposit when You place Your Service Request.** The refundable deposit amount will be the greater of (a) \$100 and (b) the current retail value of a wireless device of the same make and model as Your Product rounded down to the nearest \$100. Upon Our receipt of Your defective Product, the refundable deposit will be automatically refunded to You.

No amount will be refunded if We do not receive Your defective Product within **fifteen (15) days** from the date the Replacement Product was delivered to You.

Additionally, if Your defective Product’s activation lock is still active or if the product we receive is not the covered Product, We will return the device to You and no amount will be refunded.

Advance Exchange Limitations:

1. If We do not receive Your defective Product as agreed to in this section, at Our discretion, You may not be eligible for the Advance Exchange option for the remainder of the Term of Your Plan.
  2. You may choose the Advance Exchange option a maximum of **two (2)** times throughout the Term of the Plan.
- **Accessory Exchange:** If We determine that the failure is due to an Accessory, You must take Your Product and all Accessories to a Best Buy Canada store for immediate exchange of the defective Accessory. If a replacement Accessory is not available, a new accessory of like kind and quality with comparable features and functionality will be provided.





# BEST BUY PROTECTION +

## WHAT'S COVERED\*

- ✓ Best Buy Membership, which includes a host of additional tech support-related benefits. For complete details about your Membership Plan benefits visit [BestBuy.ca/Membership](https://BestBuy.ca/Membership)
- ✓ 100% of parts and labor are covered to repair manufacturer defects not covered by the manufacturer's warranty
- ✓ Malfunction due to power surge under Power Surge Protection (see page 44)
- ✓ Replacement of Your Product if We can't repair it (see page 45)
- ✓ Up to two (2) repairs due to physical damage (including screen failure) or liquid resistance failure
- ✓ Global Coverage Service (see page 45)
- ✓ Replacement of Your Product when it qualifies for Our No Lemon Policy (see page 45)
- ✓ Coverage for all of the Accessories that came in the original packaging
- ✓ Your Plan is fully transferable with no additional costs

## WHAT'S NOT COVERED\*

- ✗ On-Site Repair Service
- ✗ Loss of data and/or data recovery
- ✗ User-replaceable batteries

\*Subject to the terms, conditions, exclusions and limitations as outlined in PART TWO and PART THREE of this booklet.

## SECTION 1 IMPORTANT INFORMATION ABOUT YOUR PLAN

### Product Coverage

Your Plan covers Your Product and Accessories when used primarily for personal, family or household purposes or in a home office setting.

### Duration of Plan

Your Plan starts on the Effective Date and ends on the earliest of:

1. the date the Term of Your Plan expires;
2. the date the Plan is cancelled in accordance with the *Cancellation of Your Plan* section in PART TWO of this booklet or under **How to Cancel Your Plan** in this Section 1 of Your Plan description; and
3. if paying the Plan Purchase Price in monthly instalments, the date You are 30 days late making Your monthly payment.

No Services or Benefits will be provided under the Plan once ended.

### How to Cancel Your Plan

You may cancel Your Plan for any reason at any time within the first thirty (30) days of purchase and receive a full refund of any payment made to this Plan, less the cost of Services received and Benefits paid, unless otherwise prohibited by law. To receive Your refund, You must deliver the cancellation request along with this document and all original purchase invoices to a Best Buy Canada store.

After the first thirty (30) days, you may cancel this Plan, for any reason at any time by live chat at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or calling 1-866-BESTBUY. You will be subject to a \$240 service recovery fee ("Service Recovery Fee"), associated with the Best Buy Membership payments under this Plan, except where prohibited by law.



The Service Recovery Fee will be calculated on the basis of the Best Buy Membership payment portion (\$19.99 per month) of the total of the Plan Purchase Price as follows:

1. if you paid less toward the Best Buy Membership payments of the Plan Purchase Price than the Service Recovery Fee under this Plan on the date of cancellation, you will be charged the Service Recovery Fee less any amounts you already paid of the Best Buy Membership payments; or
2. if you paid more toward the Best Buy Membership payments of the Plan Purchase Price than the Service Recovery Fee under this Plan on the date of cancellation, the Service Recovery Fee is waived and you will receive a refund of any unearned portion of the Plan Purchase Price paid by you.

**Workmanship Guarantee**

The quality of workmanship of the repairs performed under Your Plan are guaranteed for 90 days from the date the repair is completed.

SECTION 2  
**CUSTOMER RESPONSIBILITIES**

**Payment of Plan Purchase Price**

The Plan Purchase Price may be paid in one single payment or in convenient monthly payments over the Term of Your Plan. The Plan Purchase Price is the same for both payment options.

If paying monthly, the first monthly payment must be paid at the time You purchase the Plan and will be charged to the credit card account designated by You. Monthly payments for the remainder of the Term of Your Plan will be charged to the same credit card. To access Your Plan online, follow the steps described under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

At any time during the Term of Your Plan, You may pay out the sum of the remaining monthly instalments in one single payment.

**Before Providing Your Product for Service**

1. remove any screen lock application (PIN, touch ID, or password);
2. deactivate any activation lock such as Apple’s “Find My” app or Google Activation Lock;
3. remove all confidential, proprietary and personal information, including login information and passwords (i.e. cached information); and
4. remove all removable media, such as CDs, DVDs, PC Cards, or internet sticks.

**It is Your responsibility to back up the contents of Your Product, including, without limitation, its hard drive, and remove any data from parts of Your Product being returned before services are performed, including any data You have stored or software You have installed. It is possible that the contents of any hard drive or data storage component will be lost or reformatted in the course of service.**

Where possible, and subject to availability of software, Your Product will be returned to You configured as originally purchased, subject to applicable updates. This Plan does not include restoration of data to Your Product. Third-party applications/software previously installed in the Product may not be compatible or properly function with the Product as a result of required updates to original software configuration.

We will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product that is repaired or replaced by Us.

When sending a Product to an authorized service facility, You are responsible for properly packaging Your Product in either its original packaging or packaging affording an equal degree of protection.

SECTION 3  
**FEATURES OF YOUR PLAN**

*The features of your Plan are available to You from the Effective Date, unless covered by the manufacturer during the manufacturer’s warranty period.*

**Best Buy Membership**

Assurant is the administrator of the Best Buy Membership.

During the Term of the Plan, You will have access to certain membership services provided by Best Buy under the Best Buy Membership. These services may be provided online, in-store, or on-site at the address You registered when You purchased this Plan.

Best Buy Membership services are limited to the descriptions for each such service provided on **bestbuy.ca/membership** or other written scope document applicable to a particular service, which Best Buy will make available to You on Your request.

Best Buy Membership services, as applicable, are subject to:

- change from time to time without notice (except where prohibited by applicable law);
- certain terms, conditions, exclusions and limitations as referenced on **bestbuy.ca/membership**
- service fees payable to Best Buy in respect of certain services, unless otherwise stated in the services offering set out at **bestbuy.ca/membership**

In addition to the general Limitations of Liability set out in the Best Buy Membership terms these Membership services are only available within a 50km radius of a Best Buy store location. Services provided outside a 50km radius of a Best Buy store location may be subject to additional fees. Services may not be provided if the minimum system requirements are not met, or if Your technical needs, requirements or requests, are unusual or extensive and beyond the scope of the membership services offering as determined by Best Buy. Further, Services may not be provided if in contravention of applicable industry law and regulations that apply to your jurisdiction.

Best Buy Membership services do not include physical maintenance, repair, or replacement of any product.

- **TO ACCESS BEST BUY MEMBERSHIP SERVICES:** You may visit [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow), call 1-866-BESTBUY, or visit a store near You.

### Assistance Services

During the Term of Your Plan, You will have access to the following Product and Plan assistance services:

- 24-hour / 7-day per week bilingual French/English on-line and telephone support, including managing repair services.
- Assisting with Product performance questions in order to expedite the restoration of Your Product to normal operating conditions.
- Identifying and dispatching of screened technicians qualified to provide technical assessment and/or repair services for Your Product.
- Diagnosing Your Product to determine the source of the defect.
- Managing the repair process and delivery of services.
- Monitoring and enforcing service standards to ensure quality of service by repair service centres and technicians.

### Certified Service Network

We ensure safe and quality service is delivered to You through Our network of certified service technicians, and constantly monitor the quality of service provided. Additionally, We require that all service repair centres maintain 1) suitable repair facilities in accordance with good business practices; and 2) appropriate licensing in compliance with applicable local, provincial and federal laws that pertain to repair centre businesses.

### Product Repair Service

- **Mechanical Breakdown with Power Surge Protection:** If Your Product suffers mechanical breakdown as a result of manufacturer's defects in materials and workmanship not covered by the manufacturer's warranty or suffers damage from a power surge occurring during the Term of the Plan, We will repair Your Product in order to restore it to normal operating condition.

Repairs include labour and replacement parts costs. Repairs due to power surge will be provided from the Effective Date and cover only hardware.

Replacement parts may be restricted to refurbished or non-original manufacturer's parts that perform to the manufacturer's specifications.

If during a Service Request, We determine that failure of Your Product is due to physical damage, Your Service Request will be processed under the Physical Damage Repairs section.

- **Physical Damage Repairs:** If Your Product suffers physical damage (including screen failure) or liquid resistance failure, occurring during the Term of the Plan, We will repair Your Product in order to restore it to normal operating conditions.

A maximum of **two (2)** repair services or, if repair is not possible, **one (1)** replacement service are permitted during the Term of Your Plan.

At Our option, as opposed to repairing Your Product, We may choose to replace it with a Replacement Product, not to exceed the original purchase price of Your Product.

Replacement parts may be restricted to refurbished or non-original manufacturer's parts that perform to the manufacturer's specifications.

### Product Replacement Service

If a repair takes longer than twenty (20) business days to complete, We will cover the cost of a Replacement Product. The service period begins when the Product arrives at a Best Buy Canada store or an authorized service location and ends when the repaired Product is made available to You for pick up. For On-Site Repair Service, the service period begins at the time of the initial service call.

**Limitations:** This service does not apply to maintenance checks, cleanings, customer education, repairs or replacements of Accessories including, but not limited to, remotes, docking stations, or other similar parts, or any repairs performed outside Canada.

### No Lemon Policy

If Your Product is repaired three times under the Plan, and the same repaired Product then requires a fourth covered repair, as diagnosed by an authorized technician, We will cover the cost of a Replacement Product. **KEEP YOUR SERVICE INVOICES;** We cannot provide copies of service invoices. You must return the damaged repaired Product and purchase invoices along with the authorized service repair invoices from the three prior separate service repair incidents to qualify for No Lemon Policy.

For clarity, one repair under the No Lemon Policy means a repair requiring functional part(s) repair or replacement to which a unique identifying Service Request number is assigned and does not include any repairs performed under the Workmanship Guarantee.

**Limitations:** This service does not apply to: (a) repairs due to physical damage (including screen failure) or liquid resistance failure covered under the Plan; (b) repair services that are resolved by minor soldering or repair of loose wires; (c) repair service calls that do not result in a physical repair such as maintenance checks, cleanings, customer education; (d) replacement or repair of Accessories; (e) reloading or servicing software; or (f) repairs that are performed outside Canada.

**Global Coverage Service**

*Global Coverage Service is available on a limited basis and at Our sole discretion.*

If You require Global Coverage Service and have obtained a repair authorization number prior to work being done, You will be reimbursed for any authorized charges paid by You to the service provider.

**Limitations:** This service does not include No Lemon Policy and Product Replacement Service. At Our sole discretion, this service may not be available for On-Site Repair Service or Service Requests due to physical damage (including screen failure) or liquid resistance failure.



SECTION 4  
**STARTING A SERVICE REQUEST**

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details.

To start Your Service Request or check the status of Your Service Request, You can live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or You can visit Us online by following the steps under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

**All repairs will be performed at a Best Buy Canada store on a carry-in basis only.**

NOTE: During the manufacturer’s warranty period, contact the manufacturer directly for services covered under the manufacturer’s warranty, including where You have On-Site Repair Service.

**Global Coverage Service**

You must obtain repair authorization PRIOR to any work being done. Live chat with Us at [bestbuyca/connectnow](https://bestbuy.ca/connectnow).

End of Terms and Conditions for Best Buy Protection+

**BEST BUY LOANER PROGRAM  
FOR LAPTOPS, DESKTOPS AND TABLETS\***

In the event your Product needs to be retained for a Best Buy facilitated repair, you may be eligible for the Best Buy Loaner Program.

The loaner product must be returned the earlier of 60 days or concurrent with the return of Your Product.

**NOTE: THE BEST BUY LOANER PROGRAM IS A SEPARATE PROGRAM OFFERED BY BEST BUY CANADA AND IS NOT ADMINISTERED BY ASSURANT. THE PROGRAM MAY BE AMENDED OR DISCONTINUED AT ANY TIME.**

**\*Additional Terms and Conditions apply. Please see in-store for full details.**





# BEST BUY PROTECTION REPLACEMENT PLAN

## WHAT'S COVERED\*

- ✓ Full replacement guarantee. If your Product is found defective under normal usage, you get a replacement gift card for the full value including taxes.
- ✓ Accessories coverage for everything that comes in the original packaging.

## WHAT'S NOT COVERED\*

- ✗ Loss of data and/or data recovery

\*Subject to the terms, conditions, exclusions and limitations as outlined in PART TWO and PART THREE of this booklet.

## SECTION 1 IMPORTANT INFORMATION ABOUT YOUR PLAN

### Product Coverage

Your Plan covers Your Product and Accessories when used primarily for personal, family or household purposes or in a home office setting, unless You purchased a Commercial Plan.

### Duration of Plan

Your Plan starts on the Effective Date and end on the earliest of:

1. the date the Term of Your Plan expires;
2. the date the Plan is cancelled in accordance with the *Cancellation of Your Plan* section in PART TWO of this booklet or under **How to Cancel Your Plan** in this Section 1 of Your Plan description; and
3. the date You are issued a store credit or Replacement Product.

No services will be provided under the Plan once ended.

### How to Cancel Your Plan

You may cancel Your Plan for any reason at any time within the first thirty (30) days of purchase and receive a full refund of any payment made to this Plan, less the cost of services received, unless otherwise prohibited by law. To receive Your refund, You must deliver the cancellation request along with this document and all original purchase invoices to a Best Buy Canada store. After the first thirty (30) days, no refund will apply.

## SECTION 2 CUSTOMER RESPONSIBILITIES

### Payment of Plan Purchase Price

The Plan Purchase Price is payable in full when You purchase the Plan.

### Before Providing Your Product for Replacement

1. remove any screen lock application (PIN, touch ID, or password);
2. deactivate any activation lock such as Apple's "Find My" app or Google Activation Lock;
3. remove all confidential, proprietary and personal information; and
4. remove all removable media, such as CDs, DVDs, PC Cards, or internet sticks.

**It is Your responsibility to back up the contents of Your Product, including, without limitation, its hard drive, and remove any data from parts of Your Product before sending Your Product to Us for replacement, including any data You have stored or software You have installed.** This Plan does not include restoration of data to Your Replacement Product.

We will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product that is replaced under the Plan.

When sending a Product for replacement, You are responsible for properly packaging Your Product in either its original packaging or packaging affording an equal degree of protection.

SECTION 3

FEATURES OF YOUR PLAN

All the features of Your Plan are available to You from the Effective Date, including during the manufacturer’s warranty period.

Assistance and Replacement Services

Provision of assistance services and administration of replacement services which entails:

- 24-hour / 7-day per week bilingual French/English on-line and telephone support, including managing replacement services.
- Managing the technical assessment of Your defective Product.
- Providing national access to and management of free courier service to arrange for the pick-up of your defective Product.
- Managing and coordinating the store credit or gift card issuance with Best Buy Canada.

Product Replacement Service with Power Surge Protection

If Your Product suffers mechanical breakdown as a result of manufacturer’s defects in materials and workmanship or suffers damage from a power surge occurring at any time during the Term of the Plan, You will be issued a Best Buy Canada store credit or gift card equal to the original purchase price of the Your Product, including applicable taxes, upon which Your Plan will immediately be deemed fulfilled and will not apply to any replacement product or any product You purchase with the store credit or gift card.

SECTION 4

STARTING A SERVICE REQUEST

If within the first 30 days from the date You purchased Your Product, You find Your Product is not working as it should, You may be eligible to return or exchange Your defective item at a Best Buy store. Before starting a Service Request, go to [bestbuy.ca/protection](https://bestbuy.ca/protection) for details. To start Your Service Request or check the status of Your Service Request, live chat with Us at [bestbuy.ca/connectnow](https://bestbuy.ca/connectnow) or visit Us online by following the steps under the HOW TO START A SERVICE REQUEST section in PART TWO of this booklet.

Do not return Your product to the store. Be sure You have the original purchase invoice available so that Your Service Request can be processed. A return authorization number will be issued along with complete instructions, a mailing label and prepaid postage for You to ship Your defective Product to Us.

End of Terms and Conditions for Best Buy Protection Replacement Plan



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