

## **Geek Squad Remote Support for Home Plan** **Terms and Conditions**

**Services:** You may use certain services that Geek Squad provides under the Plan during the Term of your Plan, subject to these Terms and Conditions. The current services offering is set out on your original invoice and Schedule A (the “Services”) and is subject to change from time to time without notice (except where prohibited by applicable law).

The Services under this Plan may only be used by you and the members of your household at the address registered and by no other third parties. Service is on a per-Device basis according to such agreed upon number of Devices specifically noted on your original purchase invoice. A Device is one of a desktop, laptop, tablet, phone or mobile phone. Accessories to a Device are not considered a Device and are subject to Service in our discretion.

**Plan Purchase Price:** The purchase price of the Plan, including applicable taxes and services charges, (the “Plan Purchase Price”) is payable as shown on your original invoice. The Plan Purchase Price is due in full at the time of purchase of the Plan. You may extend your Service or add on Devices to your Plan at any time. You authorize us to charge the credit card account you designated at the time of registration or extension of the Plan for each applicable payment of the Plan as described above. We reserve the right, at our option, to accept or require another method of payment. If you have any questions in respect of the Plan Purchase Price, you may call 1-877-423-3429.

**Changes:** Except where prohibited by applicable law, Geek Squad may change or discontinue the Services and/or change these Terms and Conditions, the pricing of the Plan and/or the Service fees for Services under the Plan from time to time by sending you notice of the changes, and such changes will apply to you no earlier than thirty (30) days following notice to you, or following such notice period as required by applicable law (if longer). You may cancel the Plan with no penalty to you within thirty (30) days of Geek Squad’s notice of any such change (or within such period as required by applicable law (if longer)) and you will receive a pro rata refund of any unearned prepaid portion of the Plan Purchase Price paid by you in your last payment collected by Geek Squad. Geek Squad shall not be liable to you or any third party if Geek Squad exercises its right to change or discontinue the Services or change these Terms and Conditions, the pricing of the Plan and/or the Service fees for Services under the Plan. Your continued use of the Plan or Services constitutes an affirmative agreement to any such changes.

**Manufacturer and Other Warranties:** THIS PLAN IS A SERVICES CONTRACT, IT IS NOT A WARRANTY. For any warranty related issues you must contact your warranty provider.

**Duration of Plan:** Access to Services under this Plan commences on the Plan registration date and will continue until the Term of your Plan, as set out on your invoice, ends or is cancelled by you or Geek Squad. Following cancellation of the Plan, you will have no further rights in respect of the Plan and Geek Squad will have no liabilities or obligations to you.

**Cancellation:** At its option, Geek Squad may cancel your Plan and Contract, as defined below, on the basis of: (a) your fraud or misrepresentation; (b) unsafe work environment/conditions as determined by us; (c) your use of the Plan beyond the agreed scope specifically noted on your original purchase invoice; (d) an unauthorized use of the Plan; (e) your non-payment of the Plan Purchase Price; (f) your failure to comply

with any of these Terms and Conditions. In addition, Geek Squad may cancel your Plan at its discretion at any time upon thirty (30) days' prior notice to you.

You may cancel this Plan for any reason at any time within thirty (30) days of your registration for the Plan and receive a full refund of any payment of the Plan Purchase Price you made less the cost of Services received (if any), unless otherwise prohibited by law.

AFTER THE FIRST THIRTY (30) DAYS OF YOUR REGISTRATION FOR THE PLAN, YOU MAY CANCEL YOUR PLAN, HOWEVER, THERE IS NO RETURN OR REFUND OF ANY PRE-PAID AMOUNTS, WHETHER FOR THE TERM OF THE PLAN OR FOR ANY INDIVIDUAL DEVICE UNDER THE PLAN (EXCEPT WHERE PROHIBITED BY APPLICABLE LAW).

Contact Geek Squad at 1-877-423-3429 for any cancellation requests.

No Services may be received or used after cancellation of this Plan.

**Entire Agreement:** Your Plan purchase invoice and these Terms and Conditions contain the entire agreement between you and Geek Squad and supersede all prior written or oral negotiations, understandings and agreements concerning the subject matter of the agreement (the "**Contract**"). No amendment or modification of the Contract by you will be binding on Geek Squad without the written agreement of Geek Squad.

**General:** Geek Squad may assign this Contract without your consent upon notice to you. If Geek Squad assigns this Contract, you agree that Geek Squad is released of all obligations, and you agree to look solely to the assignee for the performance of all obligations under the Contract. This Contract will be governed by and construed in accordance with the laws of the Province of British Columbia and the federal laws of Canada applicable therein. If any term of this Contract is held to be illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired.

**Software and software licenses:** In setting up or repairing a Device under your Plan, you agree that Geek Squad may install or uninstall a number of software programs to diagnose and resolve system issues. A description of these programs may be found at [www.geeksquad.ca/approvedtools](http://www.geeksquad.ca/approvedtools) or you may ask our online Geek Squad Agents for more details. As part of the Services, you agree that Geek Squad may take actions that result in Geek Squad agreeing to license terms on your behalf as your agent. In some cases, Geek Squad may have already taken such actions before the start of the Services. In those cases, you ratify those actions and provide Geek Squad the authority as your agent to accept such software license terms. You agree that any Geek Squad agreement to software license terms is incidental or reasonably necessary to perform the Services.

If your Plan includes subscription to Device protection software, your access to and use of the software is also subject to one or more End User License Agreement(s) (EULA) between you and the software licensor. If your Plan includes subscription to Device protection software and you did not receive it at the time of purchase of the Plan, you have the option of including a Device protection software subscription at no additional cost at any time during the term of the Plan by contacting us. YOU EXPRESSLY UNDERSTAND AND AGREE THAT GEEK SQUAD HAS NOT DEVELOPED, DOES NOT LICENSE, AND IS IN NO WAY RESPONSIBLE FOR THE USE OR OPERATION OF THE SOFTWARE.

**General Exclusions:** The following are not provided as Services under this Plan:

1. on-site support;
2. physical maintenance, repair or replacement of any product;
3. replacement cost for lost or consumer replaceable parts (such as, for example, light bulbs, racks, shelves, trays, knobs or dials, rinse aids, filter, belts, crisper trays etc.);
4. unauthorized servicing and transportation charges;
5. products or services beyond the agreed scope noted on the original purchase invoice, used by the general public, used as a lease or rental or used in common areas in multi-family housing or multi-business locations, or for any other non-approved use, unless noted specifically on the original purchase invoice;
6. indirect, consequential or incidental damages, including, but not limited to, loss of profits, down-time and charges for time and effort;
7. fees related to third party contracts;
8. "no problem found" or "no fault found" type diagnosis and intermittent errors that cannot be reproduced; or
9. any services that are not specifically set out in this Plan.

**Limitations:**

1. THE SERVICES UNDER THIS PLAN ARE FOR REMOTE TECHNOLOGY SUPPORT SERVICES IN CANADA ONLY..
2. THE SERVICES UNDER THIS PLAN MAY ONLY BE USED BY YOUR BUSINESS AND NO OTHER THIRD PARTIES. DEPENDING ON THE SERVICE PLAN PURCHASED, THERE MAY BE A CAP ON THE NUMBER OF DEVICES PER BUSINESS THAT GEEK SQUAD MAY SERVE.
3. GEEK SQUAD RESERVES THE RIGHT TO DENY OR TERMINATE THE SERVICES IN THE EVENT OF DISHONEST, INAPPROPRIATE OR ABUSIVE BEHAVIOUR WITH RESPECT TO THE PROVISION OF SERVICES OR TO GEEK SQUAD PERSONNEL, IN GEEK SQUAD'S SOLE DISCRETION.
4. TO OBTAIN SERVICES, YOU, AND EACH EMPLOYEE UNDER YOUR PLAN, MUST HAVE ACCESS TO A FUNCTIONING HIGH-SPEED INTERNET CONNECTION AND UP-TO-DATE ANTIVIRUS SOFTWARE INSTALLED ON ANY COMPUTERS.
5. GEEK SQUAD IS NOT LIABLE TO YOU IF IT IS UNABLE TO PERFORM ITS OBLIGATIONS HEREUNDER DUE TO EVENTS IT IS NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, NATURAL DISASTERS, PUBLIC HEALTH EMERGENCIES, EPIDEMICS OR PANDEMICS.
6. YOU ACKNOWLEDGE THAT A REPAIR OF A DEVICE BY US DURING THE WARRANTY PERIOD OF THE DEVICE MAY VOID THE MANUFACTURER'S WARRANTY.
7. **GEEK SQUAD SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR THE INABILITY TO USE THE PLAN OR SERVICES OR FOR COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES OR RESULTING FROM ANY GOODS OR SERVICES PURCHASED OR OBTAINED OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH THE PLAN OR SERVICES OR RESULTING FROM UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, DEATH, PROPERTY DAMAGE, LOSS OF PROFITS, USE, DATA OR OTHER INTANGIBLE, INTERRUPTION OF BUSINESS OR DOWN-TIME, EVEN IF GEEK SQUAD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**
8. **IT IS YOUR RESPONSIBILITY TO BACK-UP THE SOFTWARE AND DATA THAT IS STORED ON YOUR COMPUTERS, HARD DISK DRIVE(S), AND/OR ON ANY OTHER STORAGE DEVICES YOU MAY HAVE, AND GEEK SQUAD SHALL NOT BE RESPONSIBLE AT ANY TIME FOR ANY LOSS, ALTERATION, OR**

**CORRUPTION OF ANY SOFTWARE, DATA, OR FILES. GEEK SQUAD SHALL NOT BE LIABLE IN ANY WAY FOR DAMAGES ARISING FROM ANY PART, EQUIPMENT, PERIPHERAL, SOFTWARE OR OTHER PRODUCT SUPPLIED TO YOU BY GEEK SQUAD.**

- 9. GEEK SQUAD'S MAXIMUM LIABILITY TO YOU HEREUNDER IS LIMITED TO THE AMOUNT OF THE PLAN PURCHASE PRICE PAID BY YOU. YOU WAIVE ALL SPECIAL, INDIRECT AND CONSEQUENTIAL DAMAGES AGAINST GEEK SQUAD.**
- 10. WE RESERVE THE RIGHT TO REFRAIN FROM PROVIDING ANY SERVICES, INCLUDING, WITHOUT LIMITATION, IF MINIMUM SYSTEM REQUIREMENTS ARE NOT MET OR IF YOUR TECHNICAL NEEDS, INDUSTRY LAWS AND REGULATIONS OR OTHER REQUIREMENTS OR REQUESTS ARE UNUSUAL OR EXTENSIVE AND BEYOND THE SCOPE OF THE PLAN, AS DETERMINED BY US.**
- 11. YOU EXPRESSLY AGREE THAT USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GEEK SQUAD EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. GEEK SQUAD MAKES NO WARRANTY THAT THE PLAN OR SERVICES WILL MEET YOUR REQUIREMENTS OR THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE, NOR DOES GEEK SQUAD MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES OR AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE SERVICE. YOU UNDERSTAND AND AGREE THAT ANY MATERIAL AND/OR DATA DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT YOUR OWN DISCRETION AND RISK AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER/SYSTEM OR LOSS OF DATA RESULTING FROM THE DOWNLOAD OF SUCH MATERIAL AND/OR DATA. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM GEEK SQUAD OR THROUGH THE SERVICE SHALL CREATE ANY WARRANTY NOT EXPRESSLY MADE HEREIN. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.**
- 12. NO SERVICES WILL BE PROVIDED UNDER THE PLAN WHILE ANY UNPAID AMOUNTS ARE DUE AND PAYABLE.**

In addition to the exclusions and limitations specifically mentioned in these terms and conditions, the Services provided under this Plan are limited to the descriptions for each Service provided on your invoice and Schedule A or other written scope document applicable to a particular Service, which we will make available to you on your request.

**Privacy:**

1. Your information may be processed and stored in the United States or another country and may be subject to access by United States authorities or other international authorities under applicable laws.
2. You acknowledge that we may collect certain personal information about you, your business, and any users of Devices designated under your Plan in the course of registration and provision of the Services. The collection and use of this information is subject to Geek Squad's Privacy Policy, which can be found at [www.geeksquad.ca/privacy](http://www.geeksquad.ca/privacy). Geek Squad's Privacy Policy includes information about how Geek Squad uses personal information.
3. You acknowledge that you may receive transactional messages from Geek Squad from time to time regarding your Plan by way of email or other electronic means.

**Responsibility to Back-Up Data:** You agree that prior to Geek Squad servicing any Devices, it is your responsibility to: (1) back-up the data, software, information or other files stored on your computer disk drives, peripherals and/or any other electronic storage device; and (2) remove any tapes, compact disks, floppy disks, laser disks, DVDs, film and/or other media from your equipment. You agree that whether or not you request back-up services from Geek Squad and/or third party service providers, neither Geek Squad nor its third party service providers shall be liable under any circumstances for any loss, disclosure, alteration or corruption of any data, software, information, files, tapes, compact disks, floppy disks, laser disks, DVDs, film or other media.

**Definitions:** **“Term”** refers to the duration of your Plan. **“Services”** refers to the particular services and benefits provided under this Plan from time to time, as described on your invoice and in Schedule A as may be revised and updated from time to time. **“Geek Squad”** refers to Best Buy Canada Ltd., which operates its Geek Squad division. **“Plan”** refers to the Geek Squad Business Membership Plan. **“Terms and Conditions”** refers to the terms and conditions set out in this document that govern the Services provided pursuant to the Plan. **“You”** or **“your”** refer to the registered business Plan holder.

To obtain Services under this Plan, or if you have any questions about this Plan, please visit a Best Buy store in Canada during normal store hours, chat with an Online Support Agent at [www.geeksquad.ca/businesssupport.ca](http://www.geeksquad.ca/businesssupport.ca) or call us at 1-855-GS.CANADA for over-the-phone support or to schedule an appointment.

Version: May 15, 2020

## SCHEDULE A

### GEEK SQUAD REMOTE SUPPORT FOR HOME PLAN FEATURES

The Plan includes the following:

- 24/7 access to Geek Squad Remote technical support available over the phone and web chat
- Remote login capabilities on applicable devices (Windows, Mac OS, Chrome OS, Android and limited capabilities on iOS)
- Coverage on 1 Device (computer, Tablet, Cell) as well as connecting peripheral accessories (printer, router, monitors, etc.)
- General technical support, including:
  - New device setup & configuration
  - Virus removal
  - Data transfer and back-up configuration
  - Software and Application installation
  - System optimization
  - Troubleshooting
  - Q&A / tutorials
  - Web conferencing configuration