

## PERFORMANCE SERVICE PLAN

### 5-Year Parts & Labor Coverage

<input checked="" type="checkbox"/>	Product	SKU
<b>Major Appliances</b>		
<input type="checkbox"/>	Top/Bottom Mount Refrigerator	4225582
<input type="checkbox"/>	Dishwasher	4225617
<input type="checkbox"/>	Dryer	4225671
<input type="checkbox"/>	Laundry Pair/Stackable	4225635
<input type="checkbox"/>	Range	4225573
<input type="checkbox"/>	Side by Side Refrigerator	4225591
<input type="checkbox"/>	Washer	4225662
<input type="checkbox"/>	Freezer	4225644
<input type="checkbox"/>	Kitchen Package (refrigerator, range & dishwasher)	4225608

### 3-Year Parts & Labor Coverage

<input checked="" type="checkbox"/>	Product	SKU
<b>Major Appliances</b>		
<input type="checkbox"/>	Compact Refrigerator (Carry-In)	4221595
<input type="checkbox"/>	Top/Bottom Mount Refrigerator	4225109
<input type="checkbox"/>	Dishwasher	4225207
<input type="checkbox"/>	Dryer	4225458
<input type="checkbox"/>	Laundry Pair/Stackable	4225396
<input type="checkbox"/>	Range	4225074
<input type="checkbox"/>	Side by Side Refrigerator	4225154
<input type="checkbox"/>	Washer	4225449
<input type="checkbox"/>	Freezer	4225421
<input type="checkbox"/>	Wine Cooler/Beer Dispenser	7193299
<input type="checkbox"/>	Kitchen Package (refrigerator, range & dishwasher)	4225286

#### Customer Information

NAME:

ADDRESS:

PHONE:

#### Transfer of Ownership

NAME OF NEW OWNER:

SIGNATURE OF ORIGINAL OWNER:

The Plan is transferable to another owner for the product identified by serial number on this validated Performance Service Plan. The original purchase receipts, as well as any service repair receipts, must be transferred to the new owner.



NATIONWIDE SERVICE

**1-888-BESTBUY**

(2 3 7-8 2 8 9)



BestBuy.com®



#### BENEFITS



##### Normal Wear and Tear/Usage

Complete coverage if your product fails due to normal wear and tear/usage.



##### Power Surge Protection

Covers product damage due to power fluctuation or surge.



##### Nationwide Service

For in-home service on all applicable products call

**1-888-BESTBUY**



##### Transferable

Increases resale value. Great when given as a gift.



##### No Lemon Policy\*

If your product requires more than three repairs, Best Buy will provide for a replacement.

\*See reverse side for Terms & Conditions.

#### Purchaser Records

BRAND/MODEL/SERIAL NUMBER:

CASH REGISTER ENDORSEMENT/VALIDATION:

PLAN PRICE:

PURCHASE DATE:

EXPIRATION DATE:

This is a legal contract. By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the Terms and Conditions set forth herein.

EMPLOYEE NAME:

VALUE AND SERVICE YOU CAN DEPEND ON



## PERFORMANCE SERVICE PLAN



**APPLIANCE**  
PRODUCTS

AIG WarrantyGuard, Inc.

300 South Riverside Plaza, Chicago, IL 60606-6613

1-888-237-8289

See inside for Terms and Conditions.

Throughout this Performance Service Plan ("Plan") the words "we," "us" and "our" refers to AIG WarrantyGuard, Inc. ("AIGWG"), the Obligor of this Plan except in Oklahoma, and the Administrator of this Plan. AIGWG can be contacted at 300 South Riverside Plaza, Chicago, IL 60606-6613, (800)250-3819. "Best Buy" refers to Best Buy Stores L.P. and Best Buy Co., Inc. collectively. The words "you" and "your" refer to the purchaser of this Plan.

The sales receipt containing the length of the service contract, commencement date and product identification constitute the entire agreement.

**Service and Coverage:** To arrange nationwide factory authorized in-home service on major appliances, call 1-888-BESTBUY. All other Plan repairs will be performed on a carry-in basis and must be arranged through a Best Buy store or service center. Repairs will be performed at our discretion by a Best Buy service center or authorized third party servicer.

- All Plan coverage commences on the original product purchase date and will expire on the date notated on your purchase receipt.
- Coverage under this Plan expires three (3) or five (5) years from the original product purchase date as stated on your purchase receipt.
- This Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, this Plan continues to provide the manufacturer's benefits as well as certain additional benefits listed within the Plan's Terms and Conditions.
- In some cases, you may be required to ship your product for repair at our cost.
- This Plan covers manufacturer's defects in materials and workmanship that are the result of normal usage.
- Products, including those within the original manufacturer's warranty period, may be repaired or replaced with a comparable product, or we will issue a voucher for the original purchase price at our discretion.
- Replacement parts will be new, rebuilt or non-original manufacturer's parts that perform to the factory specifications of the product at our option.
- This Plan provides complete power surge protection from the date of purchase on the product covered.
- This Plan provides pixel repair based upon the manufacturer's guidelines.
- International coverage is available on a limited basis. For details call 1-888-BESTBUY.
- This Plan provides coverage for product failures due to dust, heat, humidity and normal wear and tear.
- We are not responsible for personal items left in the product to be repaired.
- Some products may need to be removed from the home to be repaired.
- You must provide a safe, non-threatening environment for our technicians to receive service.
- In some situations we may require you to secure your replacement product with a credit card number until we receive the defective product from you. If we do not receive your defective product your credit card may be charged the value of the replacement.

### Product Specific Benefits:

- Plans for conventional washers include three (3) or five (5) years of protection beyond the manufacturer's warranty for the transmission or drive motor for front-loading washers (parts only).
- Plans for refrigerators and freezers include up to a \$200 food spoilage allowance per service repair. You are required to submit an itemized food list for each food spoilage claim. Food spoilage claims must be verified by an authorized service technician. (Ask customer specialist for details.)
- Three (3) or five (5) years of protection beyond the manufacturer's warranty are provided for the compressor (parts only).

**Purchaser Records:** You must have this validated Plan and all original receipts to receive any product replacements, exchanges or voucher credits.

**No Lemon Policy:** After three (3) service repairs have been completed on an individual product and that individual product requires a fourth (4<sup>th</sup>) repair, as determined by us, we will replace it with a product of comparable performance, not to exceed the original purchase price. Replacement products may be new or rebuilt to meet the manufacturer's specifications of the original product at our discretion. Technological advances may result in a replacement product with a lower selling price than the original product. For clearance, open-box and other products originally purchased at a discount, we

reserve the right to issue a voucher for the original purchase price. The original product and purchase receipts must be returned to Best Buy along with authorized service repair receipts from three (3) separate completed service repairs to qualify. One (1) service request number, requiring functional part(s) repair/replacement is the equivalent of one (1) repair. Keep your service receipts! Copies of service receipts cannot be provided by us. Preventative maintenance checks, cleanings, product diagnosis, customer education, accessory repairs/replacements, ice makers, computer keyboards, speakers, non-consumable laptop battery or mouse repairs/replacements, computer software related problems and repairs done outside the U.S.A. are not considered repairs for the purposes of the No Lemon Policy. This benefit does not apply to Renewal PSPs.

**General Exclusions:** This Plan does not cover repairs due to damage caused by accidental, intentional physical damage, condensation, fire, viruses, loss or damage to stored data, or computer hardware that is added after the original purchase, spilled liquids, insect infestation, rodents, misuse, abuse, altered or missing serial numbers, rust or damage caused by non-authorized repair personnel. Also not covered are replacement costs for lost or consumable parts (knobs, buttons, bags, belts, batteries, etc.) cosmetic damage and problems due to improper and/or non-factory authorized installation or repairs.

- This Plan is not available or valid on products used for: commercial purposes (multiuser organizations), public rental or communal use in multifamily housing. Use of a product for these purposes will void this Plan, unless noted specifically as a commercial Plan on the original purchase receipt.
- This Plan excludes products that are not listed on this Plan, including products attached to the covered product.
- This Plan does not cover consequential or incidental damages, including, but not limited to, loss of use, loss of business, loss of profits, loss of data, downtime and charges for time and effort.
- This Plan does not cover any fees related to third party contracts.
- This Plan does not cover "no problem found" diagnosis.
- This Plan does not cover Image Burn.
- This Plan does not cover pre-existing conditions.
- This Plan does not cover cleanings and alignments unless otherwise noted.
- This Plan does not cover loss and/or theft.
- This Plan does not cover damage resulting from the use of your product in a manner for which it was not intended or intentional misuse and abuse.
- This Plan does not cover "Acts of God."
- This Plan does not cover cracked or physically damaged screens.
- This Plan is fulfilled when a product is replaced after the expiration of the manufacturer's warranty.
- This Plan does not cover batteries unless expressly provided for herein.
- This Plan does not cover any failures, or parts and/or labor cost incurred as a result of a manufacturer's recall.

**Availability of Services:** While we try to complete service as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer's delays, parts availability, shipping to a regional service facility or Acts of God.

**Manufacturer's Responsibilities:** Parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer.

**Cancellation:** This Plan shall be cancelled by us for fraud or material misrepresentation, including but not limited to commercial or rental use. Unauthorized repair of covered equipment shall result in the cancellation of this Plan by us. In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than sixty (60) days before cancellation is effective. This Plan can be cancelled by you at any time for any reason by sending to us notice of cancellation: (a) within thirty (30) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan provided no service has been performed, or (b) after thirty (30) days, you will receive a pro rata refund, less the cost of any service received.

**Renewable:** Most Plans are renewable at the expiration of this Plan. Renewal terms and conditions may vary from this Plan. Renewal inquiries or purchases can be made by calling 1-888-BESTBUY.

No cancellation fee applies to this Plan. No deductible applies to this Plan.

**Transferable:** This Plan is transferable to another owner for the product identified by the serial number on this validated Plan. There are no restrictions provided your contract is valid. There are no charges to transfer this Plan. The original purchase receipts, as well as any service repair receipts, must be transferred to the new owner. Call 1-888-BESTBUY or visit your nearest Best Buy store.

### Mail cancellation request along with this document and all original receipts to:

AIGWG  
Performance Service Plan  
P.O. Box 9312  
Minneapolis, MN 55440-9312  
ATTN: Customer Care

**If you reside in any of the following states:** AL, AK, AZ, CO, CT, DE, DC, GA, HI, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MO, MT, NE, OK, NV, NH, NJ, NM, ND, OH, OR, PA, RI, SC, SD, TN, TX, UT, VT, WA, WV, WI, or WY, this Performance Service Plan is secured by a contractual liability or reimbursement insurance policy provided by Illinois National Insurance Company, 175 Water Street, 20th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days we have not paid a covered claim, provided you with a refund or you are otherwise dissatisfied you may make a claim directly to the insurance company.

**If you reside in any of the following states:** AR, CA, FL, MS, NY, NC, or VA, this Performance Service Plan is secured by a contractual liability or reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 20th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days we have not paid a covered claim, provided you with a refund or you are otherwise dissatisfied you may make a claim directly to the insurance company.

### STATE VARIATIONS

The following state variations shall control if inconsistent with any other terms and conditions:

**ARIZONA RESIDENTS:** If your written notice of cancellation is received prior to the expiration date, the Administrator shall refund the remaining pro-rata price, regardless of prior services rendered under the Plan.

**CALIFORNIA RESIDENTS:** AIG Warranty Services and Insurance Agency, Inc. (AIGWS) is the Obligor under this Plan. AIG Warranty Services and Insurance Agency, Inc. can be contacted at 300 South Riverside Plaza, Chicago, Illinois 60606-6113, 1-800-250-3819.

**CONNECTICUT RESIDENTS:** The expiration date of this Plan shall automatically be extended by the duration that the product is in our custody while being repaired. In the event of a dispute with the Administrator, you may contact The State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the product, the cost of repair of the product and a copy of the Plan.

**GEORGIA RESIDENTS:** Cancellation will comply with Section 33-24-44 of the Georgia Code.

Sample Terms and Conditions. To receive a copy of the terms and conditions you received with the purchase of your service contract please call 1-888-BESTBUY (1-888-237-8289).

**ILLINOIS:** You may cancel this Contract for any reason at any time. If you cancel within thirty (30) days of Contract purchase, and we have not paid a claim, you will receive a full refund, less a cancellation fee of \$50.00 or 10% of the Contract price. If you cancel after thirty (30) days or at any time after we pay a claim, you will receive a pro rata refund of the Contract price based on the days remaining, less any claims that have been paid, less a cancellation fee of \$50.00 or 10% of the Contract price.

**KANSAS RESIDENTS:** This Plan is not an insurance policy.

**NEVADA RESIDENTS:** This Plan is not an insurance policy. If the Plan is cancelled, no deduction shall be made from the refund for the cost of any service received. This Plan may be cancelled due to unauthorized repair which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed.

**NORTH CAROLINA RESIDENTS:** The purchase of this Plan is not required either to purchase or to obtain financing for a home appliance.

**OKLAHOMA RESIDENTS:** This Plan is not issued by the manufacturer or wholesale company marketing the product covered by this Plan. This Plan will not be honored by such manufacturer or wholesale company. If either you or we cancel this Plan, the return of the Plan price will be based upon one hundred percent (100%) of the unearned pro rata price of the Plan, less the cost of any service received. Best Buy is the Obligor under this Plan.

**SOUTH CAROLINA RESIDENTS:** To prevent any further damage, please refer to the owner's manual. In the event the Service Contract Provider does not provide covered service within sixty (60) days of proof of loss by the Contract Holder, the Contract Holder is entitled to apply directly to the insurance company. If the insurance company does not resolve such matters within sixty (60) days of proof of loss, they may contact the SC Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, 1-800-768-3467.

**TEXAS RESIDENTS:** If you purchased this Plan in Texas, unresolved complaints concerning a provider or questions concerning the registration of a service contract provider may be addressed to the Texas Department of Licensing and Regulations, P.O. Box 12157, Austin, Texas 78711, telephone number 1-512-463-2906 or 1-800-803-9202.

**UTAH RESIDENTS:** Coverage afforded under this service Contract is not guaranteed by the Utah Property and Casualty Guarantee Association. This service Contract may be cancelled due to unauthorized repair which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed. Failure to notify within the prescribed time will not invalidate the claim if you can show that notification was not reasonably possible. If we cancel this Contract due to fraud or material misrepresentation, you will be notified thirty (30) days prior to Contract cancellation. If we cancel this Contract due to nonpayment, you will be notified ten (10) days prior to Contract cancellation.

**WISCONSIN RESIDENTS:** This Agreement is subject to limited regulation by the Wisconsin office of the Commissioner of Insurance. This Plan shall not be cancelled due to unauthorized repair of the covered equipment. If you cancel this Plan, no deduction shall be made from the refund for the cost of any service received. This Plan is backed by a contractual liability policy with limits of liability of \$5,000 per claim and \$25,000 in aggregate per Plan.

Sample Terms and Conditions. To receive a copy of the terms and conditions you received with the purchase of your service contract please call 1-888-BESTBUY (1-888-237-8289).