

# PERFORMANCE SERVICE PLAN

## 5-Year Parts & Labor Coverage

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

## 3-Year Parts & Labor Coverage

✓	PRODUCT	SKU
<b>Major Appliances</b>		
	Compact Refrigerator (Carry-In)	4221595
	Top/Bottom Mount Refrigerator	4225109
	Dishwasher	4225207
	Dryer	4225458
	Laundry Pair/Stackable	4225396
	Range	4225074
	Side by Side Refrigerator	4225154
	Washer	4225449
	Freezer	4225421
	Wine Cooler/Beer Dispenser	7193299
	Kitchen Package (refrigerator, range & dishwasher)	4225289

### 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

UNDERWRITTEN BY:

**NEW HAMPSHIRE INSURANCE COMPANY**

See inside for Terms and Conditions.

Throughout this Performance Service Plan (“Plan”) the words “we”, “us” and “our” refer to New Hampshire Insurance Company (“NHIC”). (“Best Buy”) refers to Best Buy Stores L.P. 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.

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.

**Service and Coverage:** To arrange nationwide factory authorized in-home service on major appliances, call 1-888-BESTBUY, 24 hours a day, 7 days a week. 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 or replacements will be performed at our discretion by a Best Buy service center or authorized third party servicer.

- 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.
- Products, including those within the original manufacturer’s warranty period, may be replaced with a new or rebuilt comparable product that meets the manufacturer’s specifications of the original product, or you will receive a reimbursement (including but not limited to a check, voucher or gift card) in an amount equal to the original product’s 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 covers manufacturer’s defects in materials and workmanship that are the result of normal usage.
- 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.
- This Plan provides coverage for product failures due to dust, internal heat, internal humidity/condensation and normal wear and tear.
- International coverage is available on a limited basis. For details call 1-888-BESTBUY.
- We are not responsible for personal items left in the product to be repaired.
- No deductible applies to this Plan.
- 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.
- Three (3) or five (5) years of protection beyond the manufacturer’s warranty are provided for the compressor (parts only).

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)

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

**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, product availability, shipping, or Acts of God.

**Manufacturer’s Responsibilities:** Products, accessories, and services covered during the manufacturer’s warranty period are the responsibility of the manufacturer.

**No Lemon Policy:** After three (3) service repairs have been completed on an individual product and that individual product requires a fourth (4th) 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 damage, intentional physical damage, external condensation/humidity, 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, 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; “no problem found” diagnosis; image burn; pre-existing conditions; cleanings and alignments unless otherwise noted; loss and/or theft; Acts of God; 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.

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**Limit of Liability:** For any single claim, the limit of liability under this Plan is the lesser of the cost of (1) authorized repairs, (2) replacement with a product with similar features, (3) reimbursement for authorized repairs or replacement or (4) the price that you paid for the product as indicated on your receipt. The total liability under this Plan is the purchase price you paid for the product; in the event that the total of all authorized repairs exceeds the purchase price paid for the product or we replace the product, we shall have satisfied all obligations owed under the Plan.

**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.

**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 Plan 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.

No cancellation fee applies to this Plan.

**Cancellation:** This Plan shall be cancelled by us for fraud or material misrepresentation, including but not limited to, commercial or rental use. Unauthorized repair or replacement 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 mail 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 e-mailing, mailing or delivering to us notice of cancellation. If the Plan is cancelled: (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 refund based on 100% of unearned pro rata premium less any claims that have been paid or less the cost of repairs made by us. If we cancel after thirty (30) days, the return premium is based upon 100% of unearned pro rata premium.

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

New Hampshire Insurance Company  
Performance Service Plan  
P.O. Box 9312  
Minneapolis, MN 55440-9312  
ATTN: Customer Care

#### The New Hampshire Insurance Company can be contacted at:

175 Water Street, 20th Floor  
New York, New York, 10038  
Telephone: 1-800-250-3819

**Cancellation requests by you, which are processed via the mail request, may take up to 4 - 6 weeks for completion.**

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)