

# PRODUCT REPLACEMENT PLAN

✓ PRODUCT
<b>Product Replacement Plan</b>
Xbox™ 360® Software
Xbox™ Software
PlayStation® 2 Software
PlayStation® 1 Software
PlayStation® Portable Software
Nintendo® DS Software
GameCube™ Software
GameBoy Advance® Software
PlayStation® 3 Software
Nintendo® Wii Software

✓ PRODUCT	SKU
<b>Product Purchase Price</b>	
\$0.00 - \$34.99	7267147
\$35.00 & above	7267165



PRODUCT REPLACEMENT PLAN

**1-888-539-6883**



BestBuy.com®

## BENEFITS

### Full Replacement

No additional or hidden costs.  
If your product is found defective under normal usage, we will provide for a replacement.  
It's peace of mind you can count on.

### No Service Needed

One simple call is all it takes to get a replacement game.  
No waiting in line at the store.  
No repair visits. No problem.

### Nationwide Redemption

Simply call 1-888-539-6883 for your replacement game.

### Purchaser Records

BRAND/MODEL/SERIAL NUMBER:

PLAN PRICE:

EXPIRATION DATE:

### 24-Hour Assistance

**FOR A REPLACEMENT GAME  
call 1-888-539-6883**

Customer must retain this certificate and original receipts for proof of purchase.  
Replacement vouchers are mailed to the customer upon receipt of the defective product.

EMPLOYEE NUMBER:

REV. 91649 (9/06)

1950-0111571

VALUE AND SERVICE YOU CAN DEPEND ON



# PRODUCT REPLACEMENT PLAN



**VIDEO GAME  
SOFTWARE**

UNDERWRITTEN BY:

**NEW HAMPSHIRE  
INSURANCE COMPANY**

See inside for Terms and Conditions.

## THE PLAN

This Plan covers the following products: Xbox™ 360® Software, Xbox Software, PlayStation®2 Software, PlayStation® 1 Software, PlayStation® Portable Software, Nintendo® DS Software, GameCube™ Software, Game Boy Advance® and Nintendo® Wii software.

## TERMS & CONDITIONS

## Product Replacement Coverage 1-Year Plan

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.

**To Obtain A Replacement Product:** Call 1-888-539-6883, 24 hours a day, 7 days a week. Do not return the product to the store. Be sure you have the original sales receipt available so that your claim can be processed. A Return Authorization Number (RA #) will be issued along with complete instructions, a mailing label and prepaid postage for you to ship your defective product.

**Replacement Coverage:** This Plan provides for replacement of the covered product found to be defective with a product that has the same title as your original video game software excluding PC games. In the event that the identical product is no longer available, you will receive the equivalent amount of the covered product's purchase price. Once a replacement product or equivalent amount of the covered product purchase price has been issued, this Plan is fulfilled.

- Coverage under this Plan expires one (1) year from the original product purchase date.
- 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.
- This Plan covers manufacturer's defects in materials and workmanship.
- This Plan provides complete power surge protection from the date of purchase on the product covered.
- This Plan provides coverage for product failures due to dust, internal heat, internal humidity/condensation and normal wear and tear.
- This Plan provides coverage for products that are scratched as a result of normal use.
- International coverage is available on a limited basis. For details call 1-888-BESTBUY.
- This Plan is transferable.
- No deductible applies to this Plan.
- Replacement products may be new or authorized copies that perform to the specifications of the manufacturer of the original product at our discretion.
- 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.

**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 provide replacements 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.

**General Exclusions:** This Plan does not cover replacements necessitated by accidental damage, intentional physical damage, external condensation/humidity, fire, viruses, loss or damage to stored data, spilled liquids, insect infestation, rodents, misuse, abuse, rust or damage caused by non-authorized repair personnel.

- This Plan is not available or valid on products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing. Use of a product for these purposes will cancel this Plan, unless noted specifically as a commercial Plan on the original purchase receipt.
- 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, down-time and charges for time and effort.
- This Plan does not cover devices used to play your musical CDs, DVDs or video game software.
- This Plan does not cover pre-existing conditions; improper use of any power supply; cleanings and alignments unless otherwise noted; theft; fire or water damage; accessories unless listed.
- This Plan does not cover external memory storage devices (memory cards, etc.); batteries, unless specified by this Plan.
- This Plan does not cover Acts of God.
- This Plan does not cover any failures, or parts and/or labor costs incurred as a result of a manufacturer's recall.

**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  
Video Game Product Replacement 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

**Cancellations 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).