



GEEK SQUAD[®]
BLACK TIE
PROTECTION

Standard and Premium Plans

This is a legal contract (hereinafter referred to as the "Plan"). By purchasing it, you understand that it is a legal contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. This Plan and your purchase receipt, containing the effective date and expiration date of your Plan, and the product purchase identification constitute the entire agreement between you and us.

- 1) **Definitions:** Throughout this 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. In Florida, the company obligated under the Plan is New Hampshire Insurance Company, whose address is 175 Water Street, 20th Floor, New York, New York 10038, telephone 1-800-250-3819. "Best Buy" refers to Best Buy Stores, L.P. "Magnolia" refers to Magnolia Hi-Fi, Inc.. The words "you" and "your" refers to the purchaser of this Plan.
- 2) **Coverage:** This Plan covers parts and labor costs to repair your product in the event your product fails to properly operate due to:
 - a) a defect in materials and workmanship;
 - b) normal wear and tear;
 - c) dust, internal overheating, internal humidity/condensation;
 - d) a power surge/fluctuation.
 - e) defective pixels for those products that have a pixel-based display. Pixel repair will be based upon three (3) defective pixels located in a group less than one half (1/2) square inch or five (5) defective pixels throughout the entire display area.
 - If we determine in our sole discretion that your product cannot be repaired, we will replace it with a product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a voucher or gift card, at our discretion, equal to the fair market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes.

- Technological advances may result in a replacement product with a lower selling price than the original product.
- If your original product was delivered and/or installed by Best Buy or Geek Squad as stated on the same purchase receipt as the purchase of this Plan, and you receive a replacement product pursuant to these terms and conditions or it is necessary for us to remove your product from your home for it to be serviced, we will cover the delivery and installation costs for your replacement product or serviced product.
- Your coverage under this Plan is effective beginning on the date you purchase your product or on the date your original product was delivered to you as stated on your purchase receipt and will expire either one (1), two (2), three (3), four (4), or five (5) years from this effective date depending on the length of Plan you purchased and as stated on your purchase receipt.
- Our obligations under this Plan will be fulfilled in their entirety if we replace your product, issue you a voucher or gift card or reimburse you for replacement of your product pursuant to these terms and conditions.
- This Plan is inclusive of your product's manufacturer's warranty; it does not replace your product's manufacturer's warranty, but it does provide certain additional benefits during the term of the manufacturer's warranty.
- Parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer and are not covered under this Plan.
- After the manufacturer's warranty expires, this Plan continues to provide the benefits provided by the manufacturer's warranty, as well as certain additional benefits as listed within these terms and conditions.
- Coverage under this Plan may be available on a limited basis outside of the United States, for details call 1-800-GEEKSQUAD.

3) **Product Specific Coverage:** The following coverages are provided to you under this Plan for

the following products and are in addition to the coverages provided to you as stated within the Coverage section:

a. Personal Digital Assistants (PDAs) and Subscription Based Mobile Phones:

- One (1) battery repair or replacement, when the original battery is defective as determined by us, in our sole discretion. You may be required to return your original defective battery to us to receive a replacement battery.
- Repair or replacement, in our sole discretion, of chargers or cradles that were included with your product at the time of purchase.

b. Appliances: In addition to the coverages for the products specifically listed in this subsection, this Plan also provides for the removal and installation of an appliance in the same location for services purposes provided that the appliance was delivered and/or installed by a Best Buy Authorized Servicer, Best Buy Authorized Installation Provider or a Geek Squad Installation Technician as stated on the same purchase receipt as the purchase of this Plan.

- If you have purchased the Premium Plan for Appliances, this Plan also provides for preventative maintenance and telephone troubleshooting for washers, dryers, ranges, dishwashers, refrigerators and freezers.
- The preventative maintenance checks are recommended but not limited to one (1) per year. The maximum number of preventive maintenance checks is three (3) for the three (3) year Plan and five (5) for the five (5) year Plan.
- The maximum number of telephone troubleshooting is four (4) per year. Telephone troubleshooting is defined as a telephone call to inquire as to basic fundamental product usage or connectivity/installation questions.

i. Front-Loading Conventional Washers:

- Parts coverage to repair the

transmission or drive motor for a period of three (3) or five (5) years beginning after the expiration of the product's manufacturer's warranty.

ii. Washers/Dryers and Combination Washer/Dryers:

- Up to a \$25 reimbursement for the Standard Plan and up to a \$50 reimbursement for the Premium Plan for laundry cleaning services per qualified service repair if your product is out for service for more than seven (7) consecutive days.
- You are required to submit an itemized list for each laundry reimbursement claim. This claim should be mailed to: Best Buy GSBTP Repair, Laundry Credit and Food Spoilage Reimbursements 7601 Penn Ave South Building C-8 Richfield, MN 55423 ATTN: Reimbursements

iii. Refrigerators and Freezers:

- Parts coverage to repair the compressor for a period of three (3) or five (5) years beginning after the expiration of the product's manufacturer's warranty
- Up to a \$200 reimbursement for the Standard Plan and up to a \$350 reimbursement for the Premium Plan for food spoilage due to a covered product failure.
- You are entitled to one food spoilage reimbursement per covered product failure. This claim should be mailed to: Best Buy GSBTP Repair, Laundry Credit and Food Spoilage Reimbursements 7601 Penn Ave South Building C-8 Richfield, MN 55423 ATTN: Reimbursements.

iv. Air Conditioners:

- Sealed system coverage and parts coverage for the compressor for a period of two (2) or four (4) years

beginning after the expiration of the product's manufacturer's warranty.

c. Personal Computers / Home Office Equipment:

- One (1) battery repair or replacement, when the original battery is defective as determined by us, in our sole discretion, for notebook computers, MP3 players and iPods.
- You may be required to return your original defective battery to us to receive a replacement battery.
- Repair or replacement, in our sole discretion, of chargers or cradles that were included with your product at the time of purchase.
- One (1) bulb replacement of your original bulb for desktop projectors during the term of this Plan.
- Repair of image burn-in for computer monitors.
- If you have purchased the Premium Plan for Computing, this Plan also provides for preventative maintenance, telephone trouble shooting, Vi-Spy Coverage and on-line data back-up for notebooks and desktop computers. The Premium Desktop Plan is not available for Apple Computer Products or All-In-One Desktop Computers.
- The preventative maintenance checks are recommended but not limited to one (1) per year. The maximum number of preventive maintenance checks is two (2) for the two (2) year Plan and three (3) for the three (3) year Plan.
- The preventative maintenance checks may be performed on a carry-in basis or by a remote process by calling 1-800-GEEKSQUAD. You must have a broadband internet connection to receive this remote service.
- The maximum number of telephone troubleshooting is four (4) per year. Telephone troubleshooting is defined

as a telephone call to inquire as to basic fundamental product usage or connectivity/installation questions.

- The maximum allowable space allocation under the on-line data back-up coverage is five (5) gigabytes. It is your responsibility to activate this coverage by calling 1-800-GEEKSQUAD. Separate terms and conditions apply to this coverage. This can be viewed at <http://utility.geeksquad.com/backupterms/> or by request from your sales associate.

d. Home & Car Audio Products:

- Head coverage for cassette decks and laser coverage for CD players in home and car stereo systems
- Laser coverage for home recordable CD players.
- Coverage for blown speaker components for home and car stereo speakers as a result of normal usage. Intentional abuse or misuse of your stereo that results in blown speaker components will result in denial of your claim for coverage.
- Home speakers will be covered for a period of four (4) years beginning after the expiration of the manufacturer's warranty.
- Removal and installation of your car audio product in the same vehicle for service purposes provided that the product was installed by a Best Buy Authorized Servicer, Best Buy Authorized Installation Provider, Geek Squad Auto Tech or a Best Buy Installation Technician as stated on the same purchase receipt as the purchase of this Plan.
- Preventative maintenance checks and alignments for CD players. The preventative maintenance checks are recommended but not limited to one (1) per year and on a carry-in basis only.

e. Video Products:

- One (1) bulb replacement for DLP, Projection LCD TVs and Home Theater

Projectors of your original bulb during the term of this Plan.

- One (1) battery repair or replacement, when the original battery is defective as determined by us, in our sole discretion for portable DVD players that are covered by our ADH Plan.
- Removal and installation of your television in the same location for services purposes provided that the television was delivered and/or installed by a Best Buy Authorized Servicer, Best Buy Authorized Installation Provider or a Geek Squad Installation Technician as stated on the same purchase receipt as the purchase of this Plan.
- Head coverage for VCR's and camcorders.
- Laser coverage for DVD players included in covered home theater systems.
- Preventative maintenance checks and alignments for CD players, DVD players, VCRs and TV/VCR/DVD combinations. The preventative maintenance checks are recommended but not limited to one (1) per year and on a carry-in basis only.
- Repair of image burn-in for projection plasma and LCD televisions.
- If you have purchased the Premium Plan for Home Theater, this Plan also provides for preventative maintenance, telephone trouble shooting and recalibration.
- The preventative maintenance checks are limited to projection televisions and are recommended but not limited to one (1) per year. The maximum number of preventive maintenance checks is two (2) for the two (2) year Plan and four (4) for the four (4) year Plan. The preventive maintenance check will be performed at the location of your television.
- The maximum number of telephone troubleshooting is four (4) per year. Telephonetrouble shooting is provided for those televisions 30" or larger and is limited to a maximum of four (4) per year. Telephone troubleshooting is defined

as a telephone call to inquire as to basic fundamental product usage or connectivity/installation questions.

- Recalibration is provided for projection televisions, flat panel LCD televisions 30" and larger and plasma televisions. This benefit is recommended after each repair where your TV is re-set to factory standard settings. This benefit only applies if you have purchased TV calibration from Best Buy on the same receipt as this Plan.
- It is your responsibility to schedule the re-calibration after the completion of a qualified repair by calling 1-800 Geeksquad. This benefit also applies if a buyout is done under the term of this Plan by calling 1-800 Geeksquad.

f. Photo Products:

- One (1) battery repair or replacement, when the original battery is defective as determined by us, in our sole discretion, in our sole discretion, for camcorders and digital cameras.
- You may be required to return your original defective battery to us to receive a replacement battery.
- If you have purchased the Premium Plan for Digital Imaging, this Plan also provides for preventative maintenance for digital SLR cameras, telephone trouble shooting and on-line data back-up for digital SLR cameras and digital camcorders.
- The preventative maintenance checks are recommended but not limited to one (1) per year.
- The maximum number of preventive maintenance checks is two (2) for the two (2) year Plan and four (4) for the four (4) year Plan. This must be performed on a carry-in basis only.
- The maximum number of telephone troubleshooting is four (4) per year. Telephone trouble shooting is defined as a telephone call to inquire as to basic fundamental product usage or connectivity/

installation questions.

- The maximum allowable space allocation under the on-line data back-up coverage is five (5) gigabytes. It is your responsibility to activate this coverage by calling 1-800-GEEKSQUAD. Separate terms and conditions apply to this coverage. This can be viewed at <http://utility.geeksquad.com/backupterms/> or by request from your sales associate.
- g. Remote Controls: Coverage as stated in the Coverage section is provided on a carry-in basis.
- 4) **Optional Coverage:** The following optional coverages are available for certain products:
- a. **Accidental Damage From Handling Coverage (ADH)**
- ADH Coverage is only available for the following products: notebook computers, digital cameras, subscription based mobile phones, digital camcorders and portable DVD players.
 - If you purchase ADH Coverage, this Plan will provide you with the coverages listed in the Coverage section and ADH Coverage.
 - ADH Coverage will provide coverage for parts and labor costs to repair your product as a result of damage to your product that is the result of an unexpected and unintentional external event, such as drops and spills, that arise from your normal daily usage of the product as the manufacturer intended.
 - If your product receives two (2) repairs as the result of cracked screens or has been replaced pursuant to this ADH Coverage provision, this Plan has been fulfilled in its entirety.
 - ADH Coverage expires one (1), two (2), three (3), or four (4) year from the original product purchase date as stated on your purchase receipt.
- b. **Vi-Spy Coverage.**
- Vi-Spy Coverage is only available for

notebook and desktop computers that have had anti-virus and/or anti-spyware protection installed by a Geek Squad authorized service technician.

- A Geek Squad technician must verify that your computer is performing to factory specification and is free of viruses and spyware to qualify for Vi-Spy Coverage.
- If you purchase Vi-Spy Coverage, this Plan will provide you with the coverages listed in the Coverage section and Vi-Spy Coverage.
- Vi-Spy Coverage will provide coverage for parts and labor costs to repair your computer as a result of damage caused by viruses and/or spyware. You are responsible to provide the operating system restore disk(s) and to maintain the anti-virus and anti-spyware protection software installed on your computer at all times.
- You must ensure that your computer maintains the most current updates, patches and other required security downloads as recommended by the manufacturer. Failure to do so may result in a claim for service being denied.
- Vi-Spy Coverage will be considered fulfilled in its entirety when the virus and/or spyware is removed from your computer and your computer is restored and able to operate in a functional non-infected manner, or we issue you a refund for the Vi-Spy Coverage as stated herein.
- In the event we are unable to remove the virus and/or spyware from your computer we will issue you a refund in the form of a gift card or voucher equal to the price you paid for the Vi-Spy Coverage plus applicable sales tax. This benefit does not apply to the Premium Plan for Computing.
- Vi-Spy Coverage expires one (1) year from the original product purchase date as stated on your purchase receipt or after one (1) qualified service has been performed by a Geek Squad technician. The No Lemon Policy does not apply to the Vi-Spy Coverage.

- 5) **No Lemon Policy:** After three qualified (3) service repairs have been completed on an individual product and that individual product requires a fourth qualified (4th) repair, as determined by us, we will replace it with a product of comparable performance of like kind and quality 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 gift card or voucher for the current purchase price plus tax of a similar product. 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 or technician required adjustment is the equivalent of one (1) repair. Keep your service receipts! Copies of service receipts cannot be provided by us. Preventative maintenance checks, consumer requested alignments, bulb replacements, cleanings, product diagnosis, customer education, troubleshooting/telephone diagnosis, accessory repairs/replacements, ice makers, computer keyboards, speakers, head phones or ear buds, laptop batteries, mouse repairs/replacements, computer software related problems, no fault found diagnosis 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 Plans.
- 6) **Exclusions to Coverage:** This Plan does not cover: (i) damage to your product caused by accident (unless you have purchased the optional ADH Coverage), abuse, neglect, intentional physical damage, misuse (including faulty installation, repair, or maintenance by anyone other than an authorized service provider), unauthorized modification, viruses, extreme environment (including extreme temperature or humidity), external condensation, lightning, static electricity, fire, flood, insect infestation, rodents,

war, terrorism, computer software related failures (unless you have the Vi-Spy Coverage) Acts of God or other external causes; (ii) products that have been lost or stolen. This Plan only covers products that are returned to us in their entirety; (iii) cosmetic damage to your product including but not limited to scratches, dents and broken plastic on parts, that does not otherwise affect its functionality or materially impair your use; (iv) products with a serial number that has been altered, defaced or removed; (v) problems caused by a device that is not your product, including equipment purchased at the same time as your product; (vi) consumable parts, such as batteries, unless expressly provided for herein; (vii) damage to, or loss of any software or data residing or recorded in your product. When providing repair or replacement service, we will use reasonable efforts to reinstall your product's original software configuration and subsequent update releases, but will not provide any recovery or transfer of software or data contained on the serviced unit not originally included in your product; (viii) failures or parts and/or labor costs incurred as a result of a manufacturer's recall; (iv) fees or costs related to third-party contracts, consequential or incidental damages, including but not limited to loss of use, loss of business, loss of profits, loss of data, downtime, charges for time and effort, "no problem found" diagnoses, or failures that occurred prior to the purchase of this Plan; (x) products used for commercial purposes unless expressly stated on your purchase receipt that this is a Commercial Plan; (xi) damage to your xBox 360 due to Microsoft's "Red Ring of Death"; (xiii) personal items left in the product. You are responsible for removing all personal items from the product before service is performed; (xiv) parts and services covered under your product's manufacturer's warranty; (xv) remote control reprogramming; (xvi) damage due to contact with any human or animal bodily fluids.

7) **Obtaining Repair or Replacement Service:**

- To obtain service under this Plan, you can access www.geeksquad.com or call 1-800-GEEKSQUAD, 24 hours a day, 7 days a week.
- If you have purchased a Plan which provides

for in-home service you will need to arrange for nationwide factory authorized in-home service on major appliances, applicable air conditioners, desktop computers, over the range microwaves, and TVs 30" and larger, we will include a fault diagnosis during this call to clarify the problem prior to any scheduling any in-home service. Services that require an in-home visit will be performed during regular business hours.

- If you have purchased the Computing Premium Plan for your desktop and the fault diagnosis indicates that the problem is related to a peripheral, such as keyboard or mouse, and such peripheral necessitates replacement, then the replacement item may be mailed to you for self installation. All other Plan repairs, including those on peripherals (scanners, printers), will be performed on a carry-in basis and must be arranged through a Best Buy store
- Repairs or replacements will be performed at our discretion by a Best Buy service center or authorized third party service provider.
- In some cases, you may be required to ship your product for repair at our cost. Be sure you have the original purchase receipt or exchange receipt available so that your claim can be processed.
- Replacement parts utilized for repair service will be, at our sole discretion, new, rebuilt or non-original manufacturer's parts that perform to the factory specifications of the product.
- If we determine in our sole discretion, that your product cannot be repaired, we will replace it with a product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a voucher or gift card, at our sole discretion, equal to the fair market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes.
- You have up to ninety (90) days from the date of authorization to complete your product buyout transaction.
- Technological advances may result in a

replacement product with a lower selling price than the original product.

- In some situations, product replacements will be fulfilled by replacing a defective component of the product such as a power supply or earbuds if such components were originally included with your product.
 - We may require you to secure your replacement product or part with a credit card number until we receive the defective product or part from you. If we do not receive your defective product or part, your credit card may be charged the value of the replacement product or part.
 - You must provide a safe, non-threatening environment for our technicians to receive service. Some products may need to be removed from the home to be repaired.
 - To obtain repair or replacement service outside the United States or Canada, call Country Code + 800-556-56565. International service does not provide for in-home/on-site service, preventative maintenance checks, ADH Coverage or qualify as a repair under the No Lemon Policy.
 - If you are paying for this Plan on a monthly basis, your payments must be current to receive any services under this Plan.
 - Additional terms/conditions may apply; a service order disclaimer must be signed to obtain repairs.
 - You may be charged a diagnosis fee to determine the cause of the product failure. If it is determined that the cause of the product failure is covered under either the manufacturer's warranty or these terms and conditions, the diagnosis fee will be refunded to you.
- 8) **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.
- 9) **Purchaser Records:** You must have this Plan and all original purchase and exchange receipts to

receive service under this Plan.

- 10) **Web Portal:** You may access www.geeksquad.com/blacktie to view your Plan for self help/troubleshooting, review tips and general questions.
- 11) **Limits 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 of a comparable product. The total liability under this Plan is the fair market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes. Technological advances may result in a replacement product with a lower selling price than the original product. In the event that the total of all authorized repairs exceeds the fair market value of the product or we replace the product, we shall have satisfied all obligations owed under the Plan.
- 12) **Renewable:** Most Plans are renewable at its expiration. If this Plan is renewable, its terms and conditions may vary from these terms and conditions. Renewal inquiries or purchases can be made by calling 1-800-GEEKSQUAD.
- 13) **Transferable:** This Plan is transferable to another owner for the product identified by the serial number on this Plan. There are no restrictions to transfer your Plan provided your Plan is valid. There are no charges to transfer this Plan. The original purchase receipts, as well as any service repair receipts or exchange receipts, must be transferred to the new owner. Call 1-800-GEEKSQUAD or visit your nearest Best Buy store.
- 14) **No Deductibles:** There are no deductibles under this Plan.
- 15) **Cancellation:** There are no fees to cancel this Plan. This Plan will be cancelled by us for fraud, material misrepresentation or nonpayment of the monthly Plan fee if you have purchased a monthly bill Plan. In the event of cancellation by us, written notice of cancellation will be mailed to you not less than sixty (60) days before cancellation is effective. If we cancel this Plan,

you will receive a pro-rata refund of the price you paid for the Plan based on the percentage of the Plan's unexpired term, less the cost of any service provided. This Plan can be cancelled by you at any time for any reason by sending a notice of cancellation to us. If you cancel within thirty (30) days of your Plan's purchase or receipt of this Plan, whichever occurs later, you will receive a full refund of the price paid for the Plan less the value of any service provided to you under this Plan. If you cancel more than thirty (30) days after your receipt of this Plan, you will receive a pro rata refund of the price you paid for the Plan based on the percentage of the Plan's unexpired term, less the cost of any service provided. If you have purchased a monthly bill Plan, it may take up to sixty (60) days for the cancellation to be reflected on your credit card statement.

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

AIGWG
Geek Squad Black Tie Protection Plan
P.O. Box 9312
Minneapolis, MN 55440-9312
ATTN: Customer Care

- 16) **Insurance Securing this Plan:** This Plan is not a contract of insurance. This Plan is secured by an insurance policy provided by Illinois National Insurance Company, 175 Water St, 20th Floor, New York, NY 10038 and telephone number (800) 250-3819 or New Hampshire Insurance Company, 175 Water St, 20th Floor, New York, NY 10038 and telephone number (800) 250-3819 depending on the state in which you reside. 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. The pre-existing condition exclusion does not apply to conditions occurring prior to the sale of the consumer product by the Obligor, its assignees, subcontractors and/or representatives.

CALIFORNIA RESIDENTS: For all products other than home appliances and home electronic products, the Cancellation provision is amended as follows: If the Plan is cancelled: (a) within sixty (60) 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 sixty (60) days, you will receive a pro rata refund, less the cost of any service received. National Electronics Warranty Corporation ("NEW") is the administrator. NEW can be contacted at: P.O. Box 1543, Ashburn, Virginia, 20146-1543.

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, PO 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.

FLORIDA RESIDENTS: The 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 the 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 emailing, mailing or delivering to us notice of cancellation. If the Plan is cancelled: (a) within thirty (30) days of the receipt of the 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 the Plan, the return premium is based upon 100% of the unearned pro rata premium.

GEORGIA RESIDENTS: This Plan shall be non-cancelable by us except for fraud, material misrepresentation, or failure to pay consideration due therefore. The cancellation shall be in writing and shall conform to the requirements of Code 33-24-44. You may cancel at any time upon demand and surrender of the Plan and we shall refund the excess of the consideration paid for the Plan above the customary short rate for the expired term of the Plan. This Plan excludes coverage for incidental and consequential damages and pre-existing conditions only to the extent such damages or conditions are known to you or reasonably should have been known to you.

ILLINOIS RESIDENTS: This Plan is secured by an insurance policy provided by Illinois National Insurance Company, 175 Water Street, 20th Floor, New York, NY 10038. Telephone 1-800-250-3819. This Plan You may cancel this Plan: a) within thirty (30) days after its purchase if no service has been provided and a full refund of the Plan price, less a cancellation fee not to exceed the lesser of ten percent (10%) of the Plan price or fifty dollars (\$50.00); or b) at any other time and a pro rata refund of the Plan price for the unexpired term of the Plan, based on the number of elapsed months less the value of any service received, and the cancellation fee not to exceed the lesser of ten percent (10%) of the Plan price or fifty dollars (\$50.00).

NEVADA RESIDENTS: 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.

NEW MEXICO RESIDENTS: If this Plan has been in force for a period of seventy (70) days, we may not cancel before the expiration of the

Plan term or one (1) year, whichever occurs first, unless: (1) you fail to pay any amount due; (2) you are convicted of a crime which results in an increase in the service required under the Plan; (3) you engage in fraud or material misrepresentation in obtaining this Plan; (4) you commit any act, omission, or violation of any terms of this Plan after the effective date of this Plan which substantially and materially increase the service required under this Plan; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time you purchased this Plan.

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 Plan provider does not provide covered service within (60) days of proof of loss by the Plan holder, the Plan 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, (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 Plan provider may be addressed to the

Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-2906 or (800) 803-9202. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the forty-sixth (46th) day after the date on which the Plan is returned to the provider.

UTAH RESIDENTS: NOTICE. Coverage afforded under this Plan is not guaranteed by the Utah Property and Casualty Guarantee Association. 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. 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 Plan due to fraud or material misrepresentation, you will be notified 30 days prior to the Plan cancellation. If we cancel this Plan due to non-payment, you will be notified 10 days prior to the plan cancellation.

WASHINGTON RESIDENTS: You may apply directly to the insurance company.

WISCONSIN RESIDENTS: THIS PLAN 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, unless we are prejudiced by your failure to obtain such authorization. We will not exclude unauthorized repair of the covered equipment, unless we are prejudiced by your failure to obtain such authorization. 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.

WYOMING RESIDENTS: A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Plan to us.

TRANSFER OF OWNERSHIP

Call 1-800-GEEKSQUAD or bring to you local Best Buy Store

Date of Transfer (_____/_____/_____)

Name of Original Owner:

Name of New Owner:

New Owner's Address:

Original Owners Signature:

New Owner's Signature:

We the above signers hereby acknowledge the transfer of this 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).

