

## PERFORMANCE SERVICE PLAN

Parts & Labor Coverage 3- or 2-Year Plan

### 2-Year Parts & Labor Coverage

✓ Product Purchase Price	SKU
<b>Notebook/Laptop</b>	
\$0.00 - \$599.99	7444198
\$600.00 - \$999.99	7444553

### 3-Year Parts & Labor Coverage

✓ Product Purchase Price	SKU
<b>Notebook/Laptop</b>	
\$0.00 - \$599.99	7444599
\$600.00 - \$999.99	7444615
\$1000.00 - \$1499.99	5720026
\$1500.00 - \$1999.99	5720044
\$2000.00 - \$2499.99	7444624
\$2500.00 - above	7444633

### 3-Year Parts & Labor Coverage

✓ Product Purchase Price	SKU
<b>Accidental Damage from Handling</b>	
\$0.00 - \$599.99	7477857
\$600.00 - \$999.99	7477875
\$1000.00 - \$1499.99	7250075
\$1500.00 - \$1999.99	7250146
\$2000.00 - \$2499.99	7478268
\$2500.00 - above	7478286



NATIONWIDE SERVICE

**1-888-BESTBUY**

(2 3 7-8 2 8 9)



BestBuy.com®

Expiration date located on the back panel of this brochure.



## 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.

### Transfer of Ownership

NAME OF NEW OWNER:

SIGNATURE OF ORIGINAL OWNER:

Best Buy's Performance Service Plans are 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.

### Purchaser Records

BRAND/MODEL/SERIAL NUMBER:

CASH REGISTER ENDORSEMENT/VALIDATION:

PLAN PRICE:

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



**NOTEBOOK**  
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.

**Service and Coverage:** To arrange nationwide service on applicable notebooks, call 1-888-BESTBUY. The call will include fault diagnosis to clarify the problem prior to shipping the product. 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 the standard Plan expires two (2) or three (3) years from the original product purchase date as stated on your purchase receipt.
- Coverage under the Platinum Plan expires three (3) years from the original product purchase date as stated on your purchase receipt.
- Coverage under the standard Plan with Accidental Damage from Handling coverage, (ADH) expires three (3) years from the original product purchase date as stated on your purchase receipt.
- Coverage under the Platinum Plan with ADH coverage expires three (3) 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.
- If you have purchased the Platinum Plan, we will repair and return your notebook within seven (7) days. If we do not return your notebook within the guaranteed seven (7) days, we will issue you a one time refund of the price difference between the Platinum Plan and the Standard Plan in the form of a Best Buy gift certificate. Excludes data recovery.
- Guaranteed turn time when the preferred call in solution is calculated as, when the item is picked up by a third party shipper is considered day one and when shipper makes first attempted delivery is considered fulfillment of turn time.
- Guaranteed turn time when your item is brought to a Best Buy store is defined as the item received or case created prior to 12:00 P.M. CST on any day is considered day one. If your item is brought to a Best Buy store after 12:00 P.M. CST on any day guaranteed turn time starts the following day.
- In some cases, you may be required to ship your product for repair at our cost.
- Best efforts data recovery is only available under the Platinum Plan. Best efforts is defined as reasonable attempts to recover your data, there is no guarantee that all data will be recovered.
- If you have purchased Accidental Damage from Handling Coverage, (ADH) this plan will cover unintentional damage to your notebook that is the result of normal daily usage such as spills and drops, visit your local store for details.
- 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 battery repair/replacement for notebook computers when original is determined defective by us. This Plan provides for one battery replacement during the term of the Plan. If the original battery is replaced with a new or rebuilt battery, the battery coverage portion of this Plan is fulfilled for the duration of the Plan. You may be required to return your defective battery.
- International coverage is available on a limited basis. For details call 1-888-BESTBUY. International coverage is not available for Platinum or ADH Plans.
- This Plan provides coverage for product failures due to dust, heat, humidity and normal wear and tear.
- This Plan provides pixel repair based upon manufacturer's guidelines.
- We are not responsible for personal items left in the product to be repaired.
- 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.

**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 (unless ADH coverage has been purchased), 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 (multi-user organizations), public rental or communal use in multi-family 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 does not cover loss of any information or data that fails on a product. It is your responsibility to back up data stored on any media, including, but not limited to, Computer Drives, Disks, CDs, DVDs and Memory Cards/Sticks.
- This Plan excludes products that are not listed on this Plan, including products attached to the covered product.
- The seven (7) day guaranteed repair return policy is not applicable for data recovery.
- 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 cracked or physically damaged screens due to intentional misuse and abuse.
- 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 is fulfilled when a product is replaced after the expiration of the manufacturer's warranty.
- If you have purchased an ADH Plan, and your product is replaced or has had two (2) cracked screens repairs during the term of the plan, this Plan is fulfilled.
- ADH coverage is limited to one (1) replacement during the term of the Plan.
- International coverage is not available for Platinum or ADH Plans.
- This Plan does not cover batteries unless expressly provided for herein.
- This Plan does not cover computer software or computer software related failures.
- 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.

**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.

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**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.