

PRODUCT REPLACEMENT PLAN

✓	Product
Product Replacement Plan	
	Boombboxes
	Shelf Systems
	Portable Radios
	Portable Cassette Players
	Micro Cassette Players/Recorders
	Portable CD Players
	MP3 Players
	Clock Radios
	Microphones
	Phones
	Answering Machines
	Calculators
	Computer Scanners
	GPS
	Joysticks
	Remote Controls
	Camera Lenses
	Camera Flashes
	Printer Docks
	Prepaid Mobile Phones
	PC Speakers
	Caller IDs
	Radar Detectors
	CB Scanners
	Pagers
	FRS Radios
	Video Game Hardware
	Handheld Vacuums
	Appliance Housewares within the listed price ranges.

✓	Product Purchase Price	SKU
Product Purchase Price		
	\$0.00 - \$29.99	3104928
	\$30.00 - \$59.99	3104937
	\$60.00 - \$99.99	3104946
	\$100.00 - \$149.99	3104955
	\$150.00 - \$199.99	3104964
	\$200.00 - \$299.99	4051723

Transfer of Ownership	
NAME OF NEW OWNER:	
SIGNATURE OF ORIGINAL OWNER:	
<small>Best Buy's Product Replacement Plans are transferable to another owner for the product identified by serial number on this validated Product Replacement Plan. The original purchase receipts, as well as any service repair receipts, must be transferred to the new owner.</small>	

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 voucher. No waiting in line at the store. No repair visits. No problem.

Nationwide Redemption

Simply call for your voucher, then redeem it at any Best Buy store. More than 600 stores across the nation make redemption convenient. Amount of voucher can be applied towards any product of your choice.

24-Hour Assistance

FOR A REPLACEMENT VOUCHER
Go to www.BestBuy.com/replacementplan
or call 1-888-539-6883

Purchaser Records

BRAND/MODEL/SERIAL NUMBER:

PLAN PRICE:

EXPIRATION DATE:

Cash Register Endorsement/Validation

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 NAME:



PRODUCT REPLACEMENT PLAN

1-888-539-6883



BestBuy.com®

VALUE AND SERVICE YOU CAN DEPEND ON



PRODUCT REPLACEMENT PLAN



AIG WarrantyGuard, Inc.

300 South Riverside Plaza, Chicago, IL 60606-6613

1-888-237-8289

See inside for Terms and Conditions.

PRODUCT REPLACEMENT PLAN

CALL 1-888-539-6883

THE PLAN

This Plan covers the following products: boomboxes, shelf systems, portable radios, portable cassette players, micro cassette players/recorders, portable CD players, MP3 players, clock radios, microphones, phones, answering machines, calculators, computer scanners, GPS, joysticks, remote controls, camera lenses, camera flashes, printer docks, prepaid mobile phones, PC speakers, caller IDs, radar detectors, CB scanners, pagers, FRS radios, video game hardware, handheld vacuums and appliance housewares within the listed price ranges.

Product Purchase Price

SKU

\$0.00 - \$29.99	3104928
\$30.00 - \$59.99	3104937
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TERMS & CONDITIONS

Product Replacement Coverage 2-Year Plan

Throughout this Product Replacement 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.

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 Replacement Voucher: Visit www.BestBuy.com/replacementplan or call 1-888-539-6883. Do not return 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 voucher equal to the original product purchase price or product of comparable performance. If you receive a replacement voucher, new product or a new component for your covered merchandise after the manufacturer's warranty has expired, this Plan is terminated.

- 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 two (2) years from the original product purchase date as stated on your purchase receipt or when a product and/or individual component is replaced after the expiration of the manufacturer's warranty.
- 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.
- Coverage is limited to most products under \$300.
- This Plan provides power fluctuation/surge protection from the date of purchase on the product covered.
- This Plan is transferable, but not renewable.
- International coverage is available on a limited basis. For details call 1-888-BESTBUY.
- This Plan provides coverage for product failures due to dust, internal overheating, humidity and normal wear and tear.
- We are not responsible for personal items left in the product to be replaced.

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

General Exclusions: This Plan does not cover replacements necessitated 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.
- Products covered under a Best Buy Performance Service Plan are not eligible for this two (2) year Product Replacement Plan.
- 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 cracked or physically damaged screens.
- 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 products are 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 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.

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: This Plan is not renewable.

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.

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).

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

AIGWG
Product Replacement 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, ID, 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.
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.

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).

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, (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).

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