

# PRODUCT REPLACEMENT PLAN

✓ PRODUCT
<b>Product Replacement Plan</b>
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
Appliance Housewares within the listed price ranges.

✓ PRODUCT PRICE	SKU
<b>Product Purchase Price</b>	
\$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
XBox Pro 360	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](http://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:
----------------

VALUE AND SERVICE YOU CAN DEPEND ON



# PRODUCT REPLACEMENT PLAN



UNDERWRITTEN BY:

**NEW HAMPSHIRE INSURANCE COMPANY**

See inside for Terms and Conditions.

## 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.

## TERMS & CONDITIONS

## Product Replacement Coverage 2-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 Replacement Voucher or Replacement Product: Visit

www.BestBuy.com/replacementplan or 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 equivalent amount equal to the original product purchase price or a new or rebuilt product of comparable performance that meets the manufacturer's specifications of the original product. If you receive a replacement equivalent amount, new product or a new component for your covered product after the manufacturer's warranty has expired, this Plan is fulfilled.

- Coverage under this Plan expires two (2) 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.
- This Plan covers manufacturer's defects in materials and workmanship.
- This Plan provides power fluctuation/surge protection from the date of purchase on the product covered.
- This Plan provides coverage for product failures due to dust, internal overheating, internal humidity/condensation and normal wear and tear.
- Coverage is limited to most products under \$300.
- No deductible applies to this Plan.
- 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 replaced.

**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 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, 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, 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 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; "no problem found" diagnosis; image burn; pre-existing conditions; cracked or physically damaged screens; cleanings and alignments unless otherwise noted; loss and/or theft; 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.

**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.

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).

**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  
P.O. Box 529  
Sterling, VA 20167-0529  
ATTN: Best Buy Product Replacement Plan

### 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).