

BEST BUY

WHITE GLOVE SERVICES BEST IN CLASS FULFILLMENT PARTNER **TOTAL SOLUTION**



Founded in 1966



Earns annual revenues of more than \$40 Billion



World's largest consumer electronics retailer



Employs more than 140,000 people



Operates in more than **1,400** locations

Selling in Canada since **1982**



Employs more than **13,000** people



Operates in more than **192** locations



Best Buy introduced in **2001**





Earns annual revenues of more than \$4.5 Billion







950,000+ Laptops sold



900,000+ TVs sold



BestBuy.caWithin the top
5 Canadian
retail sites





200 Million visits per year BestBuy.ca





Market leader in Total Retail Innovation





At Best Buy for Business, we work closely with our clients to understand all there is to know about their business and to deliver the best possible solutions.



Strategic Account Managers Market Account Managers Inside Sales

24/7 bilingual

Online remote support team

400+ vehicle fleet

Newfoundland and Labrador to Victoria, BC



2 repair/ refurb centres

On either side of the country - Vancouver and Toronto

Complete lifecycle of services

Trade-in

More than 400K products moved through our secondary channels

Repair More than 65k

computing devices

Technical

Support Connected to more than 1450k devices

Training More than

240k sessions





Delivery More than

6M deliveries

Device Setup More than

250k computers

Service Plans & Warranties More than half a

billion \$ in insured product

Install

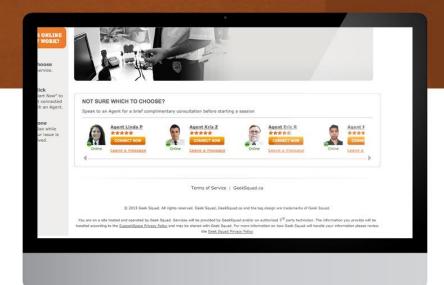
More than 100k visits





Online Support

An Online Support agent will provide troubleshooting, diagnostic services and virus removal to you or your customer





Desktops & Notebooks

Call, Online Chat, Remote Takeover

Tablets

Call, Online Chat, Remote Takeover*

Wireless Devices

Call, Online Chat, Remote Takeover*

Scale

250k

In-store setup of Computers

100k

TVs serviced

65k

Repairs of Laptops, PCs and Tablets



400k

Products moved through our secondary channels

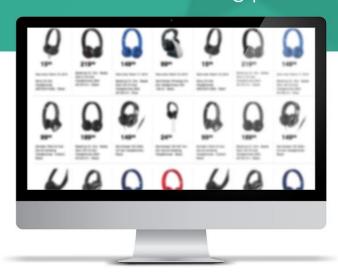
Best Buy Everywhere

Allow Cardholders or members to view and redeem points on the entire **BestBuy.ca** catalog

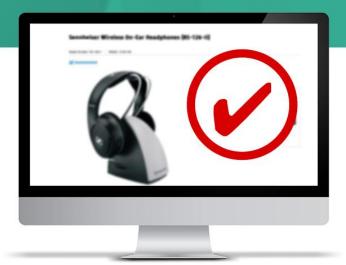


Best Buy Everywhere

Current ExampleExisting partners - Major bank and Rewards House







An eCommerce platform with direct to customer ability, and next day delivery in major markets

200+ retails stores to manage returns and service





Best Buy Everywhere



customers across Canada

over \$25

live data API integration

Awesome experience and I have never seen anything shipped so fast in my life especially over Christmas Holidays.

An absolute amazing experience.

I would give an overall rating of 12 for my entire experience. But since I can only give a 10, I give it a 10 out of 10! My order was processed safely and quickly, easy to navigate, arrived a day ahead of time it was scheduled to be delivered in perfect condition, and I could not beat the price anywhere!!

Absolutely the best online buying

Absolutely the best online buying experience I have ever had!!

Absolutely wonderful experience!

The product was shipped and delivered extremely quickly which wasn't expected because it was purchased on boxing day and it was the holiday season. To give you a comparison I'm still waiting for another item that I purchased online from a different company on the same day over two weeks ago.

Great service!

My order was delivered the very next day after I placed it. NOW THAT IS IMPRESSIVE!!!!



BEST BUY

WHITE GLOVE SERVICES BEST IN CLASS FULFILLMENT PARTNER TOTAL SOLUTION

Thank You



FOR BUSINESS