

Gaming Total Assurance

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.

Definitions. Throughout this Plan the words "we", "us" and "our" refer to Chartis WarrantyGuard, Inc. ("CWG"), the Obligor of this Plan except in Oklahoma and the Administrator of this Plan. CWG can be contacted at 300 South Riverside Plaza, Chicago, IL 60606-6613, telephone 1-800-250-3819. In Florida, the company obligated under the Plan is New Hampshire Insurance Company ("NHIC"), whose address is 180 Maiden Lane, 25th Floor, New York, New York 10038, telephone 1-800-250-3819. "Best Buy" refers to Best Buy Stores, L.P. The words "you" and "your" refers to the purchaser of this Plan.

A. Gaming Total Assurance Coverage.

- This Plan covers parts and labor costs to repair your gaming console ("console") and certain gaming console accessories ("accessories") as set forth below (console and accessories collectively, the "product") in the event your product fails to properly operate due to:
 1. Defects in materials or workmanship;
 2. Normal wear and tear;
 3. Dust, internal overheating, internal humidity/condensation;
 4. Power surge/fluctuation; or
 5. 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.
- This Plan also provides for the repair or replacement, at our discretion, of up to a total of six (6) accessories per year from the following categories: controllers, headsets, steering wheels, dance pads, rock music instrument accessories, and other accessories that were included with your gaming console at the time of purchase. Coverage for accessories is only available for those accessories that were either included with your gaming console or purchased separately at Best Buy. Proof of purchase of the accessory is required. You may be required to return your defective accessory to us to receive a replacement. The subsequent purchase of an accessory after the purchase of the console does not act to extend the Plan's coverage period. Your Plan's coverage period for the console and any and all accessories, whether the accessories are included with your console or purchased separately and at subsequent time than that of your console, begins on the date you purchase your console or on the date your original console was delivered to you as stated on your purchase receipt and will expire two (2) years from the effective date of the Plan you purchased and as stated on your purchase receipt.
 - This Plan also provides for one (1) battery repair or replacement for your accessories, when the original rechargeable battery is defective as determined by us, at our sole discretion. We may require you to return your original defective battery to us to receive a replacement battery.
 - We will provide you with remote control coverage on a carry-in basis for all gaming consoles that come standard with a manufacturer's remote control.
 - We will provide you with a one-time remote control repair or replacement, when the original manufacturer's remote control is defective as determined by us, in our sole discretion. We may require you to return your original defective remote control to us to receive a replacement.
 - If the original manufacturer's remote is no longer available, we will provide you with a suitable/comparable replacement remote.
- This Plan also includes the following services:
 - In-Store Gaming Console Setup
 - Setup and configuration of one (1) gaming console
 - Installation of all gaming console updates
 - Setup and configuration of three (3) local user accounts with parental controls
 - Setup and configuration of one (1) online account
 - Verify functionality of gaming console
 - Educate you on any additional setup steps required
 - In-Store Gaming Hardware Data Transfer

- Installation of a new compatible storage device in the gaming system
- Transfer of existing data from one gaming system to another using approved tools
- Verify functionality of gaming system with transferred data
- Gaming System Data Rescue
 - A full forensic diagnostic of the drive and integrity of the data
 - Recover files from a hard drive that is in good working order (level 1 recovery)
 - Recovered data will be returned in the original file/folder structure on separate good media when possible. Some situations will require the data be arranged differently after recovery due to extensive file system corruption or damage.
 - Additional charges may apply for data recovered and placed on new gaming system compatible hard drive.
- 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 two (2) years from the effective date of the Plan you purchased and as stated on your purchase receipt.
- 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 as listed within this Plan during the term of the manufacturer's warranty.
- Parts and services that are covered under the manufacturer's warranty during the manufacturer's warranty period or that are the subject of a manufacturer's recall 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 (excluding any manufacturer's loaner program), as well as certain additional benefits as listed within these terms and conditions.
- 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 current 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.
- Replacement parts or products may be new or rebuilt to meet the manufacturer's specifications of the original product at our discretion. Our obligations under this Plan will be fulfilled in their entirety if we replace your product with a new or refurbished product or issue you a voucher or gift card for replacement value of your product pursuant to these terms and conditions.
- Parts replaced under the terms and conditions of this Plan become the sole property of CWG/Best Buy except where prohibited by law.
- It is your responsibility to back-up the data/software/etc stored on your gaming console and accessories (as applicable), and Best Buy, CWG and NHIC shall not be responsible at any time for any loss, alteration, or corruption of any data/software/etc. You agree that whether or not you request back-up service, Best Buy, CWG and NHIC are not liable under any circumstances for the loss, alteration or corruption of any data, software, or other information.
- It is recommended that you make regular, complete back-ups of the unit's hard drive. This is an essential maintenance function that helps protect against data/software loss, as hard drives are vulnerable to data loss/alteration/corruption in any number of ways (hard drive failures, viruses, power surges, etc).
- Phone/Web support –
 - To receive phone assistance, call 1-800-GEEKSQUAD (1-800-433-5778).
 - Phone assistance for your covered products includes: Answers to questions regarding product use, diagnosis of issues and recommendation of repair options, explanation of Gaming Total Assurance Plans, coverage and claims.
 - To receive online assistance visit: www.GEEKSQUAD.com/GBTPonlinesupport

- Online assistance is available only for computer-related issues. No hardware repairs may be completed via phone / online channel. Agents will provide directions on how to receive service.
- Coverage under this Plan may be available on a limited basis outside of the United States, for details call 1-800-GEEKSQUAD (1-800-433-5778). For additional information, see Section E - Obtaining Repair or Replacement Service.

B. Accidental Damage from Handling Coverage (ADH) on Accessories.

- Repair or replacement, at our sole discretion, of up to a total of six (6) accessories per year.
- ADH Coverage will provide coverage for parts and labor costs to repair your accessory as a result of damage to your accessory that is the result of an unexpected and unintentional external event (drops and spills) that arise from your normal daily usage of the accessory as the manufacturer intended. If we determine in our sole discretion that your accessory cannot be repaired, we will replace it with a accessory of like kind and quality that is of comparable performance or reimburse you for replacement of the accessory with a voucher or gift card, at our discretion, equal to the current market value of the accessory, as determined by us, not to exceed the original purchase price of your accessory, including taxes.
- One-time ADH repair/replacement per accessory for the life of the Plan.
- ADH Exclusions: gaming consoles, accessories that fall from elevated heights such as decks, balconies, or out of windows, units that have been run over or that fall from moving vehicles, damage from liquid immersion/submersion or any other secondary damage or using the product in a manner the manufacturer did not intend are not covered.

C. No Lemon Policy.

- After three (3) qualified service repairs have been completed on an individual console and that individual console requires a fourth (4th) qualified repair, as determined by us, 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 current market value of the product, as determined by us, not to exceed the original purchase price of your product, including taxes.
- 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 comparable 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. Accidental Damage from Handling (ADH) repairs do not qualify towards the No Lemon benefit. Keep your service receipts! Copies of service receipts cannot be provided by us.
- Geek Squad services, including Gaming Console setup, In-store gaming Hardware Data Transfer and Gaming System Data Rescue, cleanings, product diagnosis, customer education, troubleshooting/telephone diagnosis, accessory repairs/replacements, remote controls, gaming controllers, speakers, headphones or 3D glasses, all rechargeable batteries, 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.

D. Exclusions to Coverage.

This Plan does not cover:

- Damage to your product caused by accident, abuse, neglect, intentional physical damage, misuse (including faulty installation, repair, or maintenance by anyone other than an authorized service provider), unauthorized modification, viruses and/or spyware performance failures due to not maintaining firmware updates, extreme environment (including extreme temperature or humidity), external condensation, mold, complete submersion in liquid (e.g. pool, bathtub, etc.), lightning, fire, flood, insect infestation, rodents, war, terrorism, computer software related failures, Acts of God or other external causes.

- Products that have been lost or stolen (this Plan only covers products that are returned to us in their entirety); 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.
- Products with a serial number that have been altered, defaced or removed; problems caused by a device that is not your product, including equipment purchased at the same time as your product; controllers, consumable parts, such as batteries, unless expressly provided for herein;
- 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).
- Failures or parts and/or labor costs incurred as a result of a manufacturer's recall; 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, loss of software/games/movies/music, downtime, charges for time and effort, "no problem found" diagnoses, all rechargeable batteries, or failures that occurred prior to the purchase of this Plan.
- Products used for commercial purposes, unless expressly stated on your purchase receipt that this is a Commercial Plan.
- TVs and other Home Theater components are not covered under this plan.
- Gaming software.
- Damage to your xBox 360 due to Microsoft's "Red Ring of Death."
- Personal items left in the product (you are responsible for removing all personal items from the product before service is performed); parts and services covered under your product's manufacturer's warranty; remote control reprogramming; damage due to contact with any human or animal bodily fluids, or secondary damages.
- ADH Exclusions: gaming consoles, accessories that fall from elevated heights such as decks, balconies, or out of windows, units that have been run over or that fall from moving vehicles, damage from liquid immersion/submersion or any other secondary damage or using the product in a manner the manufacturer did not intend is not covered.

E. Obtaining Repair or Replacement Service.

- To obtain service under this Plan, you can access www.geeksquad.com or call 1-800-GEEKSQUAD (1-800-433-5778), 24 hours a day, 7 days a week. During this call we will include a fault diagnosis to clarify the problem prior to scheduling any in-home service.
- You are responsible for delivering and picking up your product for carry-in service.
- Repairs or replacements will be performed at our discretion by a Best Buy Service Center or authorized third party service provider.
- In some cases, we may require you to ship your product for repair at our cost. Be sure to 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 new or refurbished 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 current 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 our authorization for you to complete your product replacement 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; these products may be mailed to you and are limited to one like item per Plan term.
- 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. Service may be denied if environment is deemed unsafe at our discretion. Some products may need to be removed from the home to be repaired.
- **To obtain repair or replacement service outside the United States** (Except Mexico, Brazil and Canada - See below):
 - The customer must call the international prefix of the country you are calling from, then the U.S. country code, then 800-556-56565. **Note: Do not call this number within the U.S. This number is not valid in the U.S.** This number does not work for Mexico or Canada -See below.
 - Products purchased at a U.S. Store and calling from Canada
For service call: 1-888-539-6883
 - Products purchased at a U.S. Store and calling from Mexico
For service call: 001-800-627-8735
 - Products purchased at a U.S. Store and calling from Brazil
For service call 00 XX (*carrier code) 800-556-56565
* For Brazil the exit code 00 must be followed by a carrier code XX which can be:
 - 14 (Brasil Telecom)
 - 15 (Telefonica)
 - 21 (Embratel)
 - 23 (Intelig)
 - 31 (Telemar)
 - International service does not provide for in-home/on-site service, preventative maintenance checks, Geek Squad services, including Gaming Console setup, In-store gaming Hardware Data Transfer and Gaming System Data Rescue, ADH Coverage, nor does it qualify as a repair under the No Lemon Policy.
 - Customers are required to pay the service provider for repairs and send the receipt to Best Buy for reimbursement.
- If you are paying for this Plan on a monthly basis, your payments must be current to receive any services under this Plan.
- A service order disclaimer must be signed to obtain repairs. This service order disclaimer does not form a part of this Plan and is a separate legal document. Please refer to the service order disclaimer as additional terms/conditions may apply.
- We may charge you 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, we will refund you the diagnosis fee.

F. 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 delays, parts availability, shipping to a regional service facility, Acts of God or other external causes.

G. Purchaser Records.

You must have this Plan and all original purchase/exchange/service receipts to receive service under this Plan.

H. Web/Customer Service Portal.

You may access www.geek squad.com/blacktie to view your Plan for self help/troubleshooting, review tips and general questions.

I. 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 new or refurbished product of like kind and quality that is of comparable performance, or (3) reimbursement for authorized repairs or replacement. The total liability under this Plan is the current 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 current market value of the product or we replace the product, we shall have satisfied all of our obligations under this Plan.

J. Renewable.

Many, but not all, Plans or coverages can be renewed before they expire. Please note, however, that some terms and conditions in the renewal may be different than your current terms and conditions. To find out if your plan qualifies for renewal, or to ask any questions, please call 1-800-GEEKSQUAD (1-800-433-5778).

K. 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 (1-800-433-5778) or visit your nearest Best Buy store.

L. No Deductibles.

There are no deductibles under this Plan.

M. Cancellation.

There are no fees to cancel this Plan. This Plan will be cancelled by us for fraud, material misrepresentation, unsafe work environment/conditions as determined by us 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 or emailed to you not less than thirty (30) days before the 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. You may cancel this Plan at any time for any reason by cancelling at a store or sending in 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 and you cancel more than thirty (30) days after your receipt of this Plan, you will continue to be covered for the 30 day period from your final monthly payment since you paid 30 days in advance. Your contract will be cancelled on the next billing date. For the 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:

CWG
Geek Squad Protection Plans
P.O. Box 9312
Minneapolis, MN 55440-9312
ATTN: Cancellations

N. 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, 300 South Riverside Plaza, 23rd Floor, Chicago, IL 60606 and telephone number (800) 250-3819 or New Hampshire Insurance Company, 180 Maiden Lane, 25th 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.

O. State Variations.

The following state variations shall control if inconsistent with any other terms and conditions:

Alabama Residents: You may cancel this Plan within twenty (20) days of the receipt of this Plan. If no claim has been made under the Plan, the Plan is void and we shall refund to you the full purchase price of the Plan including any premium paid for the applicable insurance policy. Any refund due to you will be credited to any outstanding

balance of your account, and the excess, if any, shall be refunded to you. A ten (10) percent penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after you cancel the Plan. If you cancel this Plan after twenty (20) days of receipt of this Plan, we shall refund to you the unearned portion of the full purchase price of the Plan including the unearned portion of any premium paid for any applicable insurance policy. Any refund due to you will be credited to any outstanding balance of your account, and the excess, if any shall be refunded to you.

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. If we determine in our sole discretion that your product cannot be repaired or your product provides for replacement instead of repair, we will replace your product with a product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a check, at our discretion, equal to the current market value of the product, as determined by us, not to exceed the original purchase price including all applicable taxes. This Plan can be cancelled by you at any time for any reason by surrendering or providing written notice to the retailer at the address where you purchased this Plan or to the administrator.

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. English is the preferred language.

Illinois Residents: This Plan is secured by an insurance policy provided by Illinois National Insurance Company, 300 South Riverside Plaza, 23rd Floor, Chicago, IL 60606. Telephone 1-800-250-3819. 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: You are entitled to a "Free Look" period for this Plan. If you decide to cancel this Plan within thirty (30) days of purchase, you are entitled to a one hundred percent (100%) refund of any fees paid. If you cancel this Plan after thirty (30) days from purchase, you will receive a pro rata refund based on the days remaining, less a cancellation fee of twenty-five dollars (\$25.00) or ten percent (10%) of the Plan fee, whichever is less. If we fail to pay the cancellation refund within 45 days of your written request we will pay you a penalty of ten percent (10%) of the purchase price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain

unpaid. If this Plan is canceled by Us, no cancellation may become effective until at least 15 days after the notice of cancellation is mailed to you. We can cancel this Plan due to unauthorized repairs which result in a material change in the nature or extent of the risk, occurring after the first effective date of the current Plan, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the Plan was issued or last renewed. If we cancel this Plan no cancellation fee will be imposed and no deduction for claims paid will be applied.

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. A ten (10) percent penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after you cancel the Plan.

Texas Residents: You are entitled to a "Free Look" period for this Plan. If you decide to cancel this Plan within thirty (30) days of purchase, you are entitled to a one hundred percent (100%) refund of any fees paid. If you cancel this Plan after thirty (30) days from purchase, you will receive a pro rata refund based on the days remaining, less a cancellation fee of twenty-five dollars (\$25.00) or ten percent (10%) of the Plan fee, whichever is less. 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 (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: This Plan is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department 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.

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: This Plan will be considered void and we will refund you the full purchase price of the Plan or credit your account if you have not made a claim under this Plan and you have returned the Plan to us a) within 20 days after the date we have mailed the Plan to you, b) within 10 days after you have received the Plan if the Plan was furnished to you at the time the Plan was purchased, or c) within a longer time period if specified in the Plan. 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. The right to void the Plan provided in this subsection applies only to the original Plan purchaser and is not transferable. If we cancel this Plan for reasons other than nonpayment, a material misrepresentation made by you to us or because of a substantial breach of duties by you relating to the product or its use, we will mail a written notice to you at least ten (10) days prior to cancellation. The notice of cancellation shall state the effective date of cancellation and the reason for cancellation.

TRANSFER OF OWNERSHIP

Call 1-800-GEEKSQUAD (1-800-433-5778) or bring to your local Best Buy Store

Date of Transfer (_____/_____/_____))

Name of Original Owner:

Name of New Owner:

New Owner's Address:

New Owner's Phone Number:

Original Owner's Signature:

New Owner's Signature:

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

(The original text of this warranty in English shall be considered authentic for all legal purposes.)

Gaming Total Assurance Form = 109858 (9/11)

831-0255057