



Mobile Geek Squad Protection Complete

Great coverage for the not-so-great moments including accidental drops, spills, cracks, and hardware failures. Plus, fast repairs and replacements that save you time and money.

Mobile Geek Squad Protection (GSP) Complete^{1,2}

Coverage

Hardware service (including failures due to manufacturer defects and normal wear and tear) ³	Unlimited
Screen and back glass damage	Unlimited
Accidental damage (drops, spills, cracks)	Unlimited
Power surge	Unlimited
Smartphone battery replacement ⁴	Unlimited
Loss/theft ⁵	Up to 2 claims in a 12-month period beginning on plan start date

Service and support

Online 24/7 claim filing	✓
In-store device repair	✓
Express replacement – devices received as early as the next business day, when available, upon claim approval	✓

How to enroll

You can enroll during a qualified device purchase or within the first 60 days post-device order shipment, in-store purchase, or in-store pickup. Enrollment is optional, may be canceled at any time, and is not required to purchase, finance, or activate the device. Not all smartphones are eligible for coverage. Speak to a Best Buy representative for complete enrollment details; restrictions may apply.

If you enroll in a Continuous Monthly Pay plan, it will appear as an individual line item on your receipt and account. Continuous Monthly Pay plans may be terminated for nonpayment. If you enroll in a One-Time Pay plan, it will appear as an individual line item on your receipt and may not be renewed or extended.

Plan Cost per Smartphone (Plus Tax, if Applicable)

	Mobile GSP Complete ¹	
	Continuous Monthly Pay	2-Year One-Time Pay
Tier 1 (\$0 – \$399.99)	\$6.99	\$89.99
Tier 2 (\$400 – \$699.99)	\$7.99	\$129.99
Tier 3 (\$700 – \$949.99)	\$9.99	\$159.99
Tier 4 (\$950 – \$1,149.99)	\$12.99	\$269.99
Tier 5 (\$1,150+)	\$17.99	\$349.99

¹ The insurance provided as part of Mobile GSP Complete is paid for by the policyholder, Best Buy L.P. New York residents may instead purchase a loss/theft insurance-only plan by visiting nyloss theft.assurant.com. The cost per device for the Continuous Monthly Pay plan is \$0.37 for Tier 1, \$0.45 for Tier 2 and 3, and \$1.10 for Tier 4 and 5. The cost per device for the 2-Year One-Time Pay plan is \$7.60 for Tier 1, \$9.00 for Tier 2 and 3, and \$22.00 for Tier 4 and 5.

² Once a claim is approved, a service fee/deductible, plus applicable taxes, will apply based on your plan, device/tier, and claim type. A service fee/deductible does not apply to hardware service or accidental damage claims on accessories included in the original packaging.

³ Hardware service benefits available under the manufacturer's warranty are not covered by the plan during the manufacturer's warranty period.

⁴ We will replace nondisposable batteries that fail to hold at least 80% of their original charge specifications. This benefit starts after the manufacturer's warranty expires.

⁵ For accessories included in the original packaging, loss/theft coverage only applies in the event of an incident simultaneously affecting both the device and the accessory.

How to file a claim

File a claim 24/7 at bestbuy.com/geeksquad, by calling 1-800-GEEKSQUAD (1-800-433-5778) from 8 a.m. to 11 p.m. CT, or in a Best Buy store.

Remember to file a claim within the time frame indicated in your coverage documents. Have the following information ready.

- Make, model, IMEI, and details about what happened to your device
- In certain cases, additional documentation such as a police report, proof of loss, or a picture ID to verify your identity may be required to process your claim
- Payment method for service fee/deductible (credit card or debit card)

When you file a claim, you will be presented with the repair or replacement options available to you, which may include in-store repair service or express replacement by mail. You may be asked to turn off device location features, reset to factory settings, and unlock your device.

If your claim is authorized for in-store repair service:

- You will receive an email with information and next steps to have your device repaired as soon as the same day.
- Replacement parts used for repair service will be new, refurbished, reconditioned, or nonoriginal manufacturer's parts that perform to the factory specifications.

If your claim is authorized for express replacement by mail:

- Your device will be shipped via next-business-day delivery, when available, at no additional cost (U.S. domestic and Puerto Rico only).
- The replacement will be a new, refurbished, or recertified device of like kind and quality. If a reconditioned device is not available, we will replace it with a new device of like kind and quality. Device color may vary depending on availability.
- You will be provided with instructions on how to return the damaged or malfunctioning device with prepaid shipping materials. Return must be completed within 15 days of receiving replacement device. Otherwise, you will be charged an unrecovered equipment fee for the retail price of the replacement device, plus applicable shipping costs.

If your device is lost or stolen, be sure to also call your carrier to suspend your service and protect yourself against unauthorized use.

Service fees/deductibles

Once the claim is approved, a **service fee/deductible**, plus applicable taxes, will apply based on your plan, device tier, and claim type. A complete list of eligible devices and corresponding service fees/deductibles can be found at bestbuy.com/services/planlist.

Service Fees/Deductibles			
	Mobile GSP Complete		
	Repair ^{6,7}	Express Replacement ⁷	Loss and Theft
Tier 1 (\$0 – \$399.99)	\$29	\$49	\$49
Tier 2 (\$400 – \$699.99)	\$29	\$49	\$99
Tier 3 (\$700 – \$949.99)	\$29	\$99	\$149
Tier 4 (\$950 – \$1,149.99)	\$29	\$99	\$199
Tier 5 (\$1,150+)	\$49	\$149	\$199

⁶The \$29 and \$49 service fee/deductible for Repair applies when service is provided through a Best Buy-authorized repair center, where available; otherwise, a replacement device is available for the Express Replacement service fee/deductible of \$49, \$99, or \$149 depending on your device and plan.

⁷A service fee/deductible does not apply to hardware service or accidental damage claims on accessories included in the original packaging.

Summary of Coverage

We will provide you with a copy of the plan coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the plan. Coverage documents are provided in English. You will be provided with advance written notice of any material changes to the coverage terms within 60 days, or longer if required by law, as indicated in your coverage documents.

- **Claim Limits and Maximum Coverage per Claim:** Unlimited hardware service and accidental damage claims, and up to 2 covered loss/theft claims in a 12-month period, beginning on your plan start date. For any single claim, our liability shall be, at our sole discretion, the cost of (a) repairs authorized by us, (b) replacement with a new or refurbished product of like kind and quality that is of comparable performance, or (c) the amount of a gift card or store credit that we provide you, which shall not exceed the ORIGINAL PURCHASE price of your covered product including taxes. For loss/theft claims, the Maximum Coverage Per Claim is the lesser of the replacement value of the Covered Product or the original Covered Product purchase price, less any applicable deductible, that applies to each device replacement.
- **Electronic Document Delivery:** We are pleased to offer a greener approach to document delivery for the Mobile GSP plans. Electronic document delivery allows you to receive, print, and store your coverage documents and other important information immediately. It also reduces the amount of paper you receive in the mail, which helps protect our environment. Receive your Mobile GSP plan Coverage Documents electronically by supplying your email address and consent at the point of enrollment.
- **Term:** If you purchased coverage at the same time as your device purchase, or within 60 days thereafter, coverage begins on the date of either enrollment, device pickup, or device shipment, whichever is later.
- **Unrecovered Equipment Fee:** If your device cannot be repaired, a replacement device may be provided as part of an express replacement. Instructions on how to return the device and prepaid shipping will be provided. The damaged or malfunctioning device must be returned within 15 days of receiving the replacement device. If the device is not returned, you will be charged an unrecovered equipment fee for the retail price of the replacement device plus applicable shipping costs.
- **Covered Items:** The plan covers the enrolled device. Accessories included in the original packaging are also covered for hardware service and accidental damage. For loss/theft, accessories included in the original packaging are covered only in the event of an incident simultaneously affecting both the device and the accessory.
- **Exclusions:** Losses caused or resulting from abuse; misuse, neglect; service performed by anyone not authorized by us; intentional or cosmetic damage; certain acts of God; consequential damage; and losses covered under a manufacturer's warranty. Refer to coverage documents for a full list of exclusions.
- **Cancellation:** You can cancel your optional coverage at any time by visiting the Plans & Subscriptions page while logged into your Account at bestbuy.com/services/planlist, requesting cancellation in person at any Best Buy store, or by calling 1-800-GEEKSQUAD (1-800-433-5778). If canceled, you will receive a refund, if any, of the pro rata portion of the unearned price paid, less any claims (where and when applicable) within the time frame required by law. **The Continuous Monthly Pay plan is a month-to-month program that automatically renews unless canceled by you or us** and must be paid on a monthly basis, or coverage will be canceled, in accordance with applicable state law, for nonpayment.
- **Provider Information:** Property insurance (for lost and theft coverage) is underwritten by: American Bankers Insurance Company of Florida (NAIC 10111; Principal Address: P.O. Box 105689, Atlanta, GA 30348-5689; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL). Coverage is provided under a Master Policy issued to Best Buy Stores, L P. You will be the Certificate holder on Best Buy Stores L P's Insurance Policy for loss and theft coverage benefits. Best Buy Stores L P: NY License #LR-882463, 7601 Penn Ave South, Minneapolis, MN 55423; 1-888-237-8289. The Service Contract (for mechanical breakdown and accidental damage) Obligor is Federal Warranty Service Corporation. These companies operate under the trade name Assurant. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-877-659-1969.
- **NY Producer Compensation Disclosure:** Best Buy L P ("Producer") holds a Limited License to sell Wireless Communication Equipment Insurance in the State of New York (LR-882463). This Limited License authorizes trained employees to sell insurance to prospective New York customers. Compensation will be paid to the Producer based on the sale of these plans. Additional compensation is paid to the Producer in relation to the sale of devices to the insurer as needed to fulfill claims under the Plan. Compensation paid to the Producer does not vary based on any other factors. You may obtain information about compensation expected to be received by the Producer based in whole or in part on the sale of these plans by calling Producer at 1-877-659-1969, or asking a Best Buy sales associate, who is authorized to provide you with such information on behalf of the Producer. Best Buy L P operates under the trade name Best Buy. Best Buy employees are not licensed insurance producers and are not qualified or authorized to assess the adequacy of your existing coverages. These plans may duplicate other coverages you may have such as homeowners or renters insurance. These plans would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment.
- **Loss/Theft Insurance-Only:** If you purchase a loss/theft insurance-only plan and need to file a claim, visit nylosstheft.assurant.com or call 1-877-659-1969. If you need to cancel your loss/theft insurance-only plan, visit nylosstheft.assurant.com or call 1-877-659-1969.

Trademarks and trade names are the property of their respective owners.

Protection provided by



ASSURANT®