



Mobile Geek Squad Protection

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) Basic ¹	Mobile Geek Squad Protection (GSP) Complete ^{1,2}
Coverage		
Hardware service (including failures due to manufacturer defects and normal wear and tear) ³	Up to 2 hardware service (including failures due to manufacturer defects, normal wear and tear, and power surge) or accidental damage claims (including screen and back glass damage) in a 12-month period beginning on plan start date	Unlimited
Screen and back glass damage		Unlimited
Accidental damage (drops, spills, cracks)		Unlimited
Power surge		Unlimited
Smartphone battery replacement ⁴	Unlimited	Unlimited
Loss/theft ⁵	Not included	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.

	Mobile GSP Basic		Mobile GSP Complete ²	
	Continuous Monthly Pay	2-Year One-Time Pay	Continuous Monthly Pay	2-Year One-Time Pay
Tier 1 (\$0 – \$399.99)	\$3.99	\$49.99	\$6.99	\$89.99
Tier 2 (\$400 – \$699.99)	\$4.99	\$69.99	\$7.99	\$129.99
Tier 3 (\$700 – \$949.99)	\$6.99	\$99.99	\$9.99	\$159.99
Tier 4 (\$950 – \$1,149.99)	\$9.99	\$199.99	\$12.99	\$269.99
Tier 5 (\$1,150+)	\$14.99	\$299.99	\$17.99	\$349.99

¹ 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.

² Not available in New York.

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

⁴ We'll 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'll 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 non-original 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'll 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'll 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.

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

⁶ The \$29, \$49, or \$99 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, \$149, or \$199 depending on your device and plan.

⁷ A 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 Mobile GSP Basic and Mobile GSP Complete coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the plan. Coverage documents are provided in English (and Spanish in Puerto Rico). You'll 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. Best Buy employees are not licensed insurance agents and are not qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have such as homeowners or renters insurance. This program would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment. Best Buy receives compensation for services performed in connection with this program.

- **Claim Limits and Maximum Coverage per Claim: Mobile GSP Basic** — up to 2 repair or replacement claims for hardware service or accidental damage events within each 12-month period beginning on your plan start date. **Mobile GSP Complete** — 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. **Mobile GSP Basic and Mobile GSP Complete hardware service, accidental damage including screen and back glass damage, and battery replacement claims:** 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. **Mobile GSP Complete loss or 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. In addition, the maximum number of replacements is two during each 12-month period beginning with the customer's plan start date.
- **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 Terms and Conditions 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 Mobile GSP plans cover 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.
- **Causes of Loss Not Covered:** Losses caused or resulting from abuse; misuse, neglect; service performed by anyone not authorized by Best Buy; 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'll receive a refund, if any, of the pro rata portion of the unearned price paid, less any claims (where 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 and Administrator Information:** The Obligor and Administrator is Federal Warranty Service Corporation in all states, except in Florida where it is United Service Protection, Inc. and in Oklahoma where it is Assurant Service Protection, Inc. In Puerto Rico, the service contract administrator is Federal Warranty Service Corporation (P.O. Box 195167, San Juan, PR 00919-5167). The property insurance underwriter for mobile phone loss and theft coverage is American Bankers Insurance Company of Florida (NAIC 10111; P.O. Box 105689, Atlanta, GA 30348). In Puerto Rico, the property insurance underwriter for mobile loss and theft coverage is Caribbean American Property Insurance Company (P.O. Box 195167, San Juan, PR 00919-5167). 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: IA License #3000914787, CA License #0196616, 7601 Penn Ave South, Minneapolis, MN 55423; 1-888-237-8289. The insurance administrator is The Signal P/C License #103130 (GA); P/C License #0D79676 (CA). These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, insurance coverage is provided under form number CDP20001C-0920. Parts and coverage available under the manufacturer's warranty are not covered by the Plan. Deductibles, service fees, and claims limits apply; see bestbuy.com/planterms for full terms and conditions, including a complete description of coverage and exclusions.

Protection provided by



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