

# GEEK SQUAD AUTOTECH SERVICE TERMS AND CONDITIONS

## LIMITED INSTALLATION WARRANTY

Best Buy® warrants the installation workmanship performed by Best Buy for the lifetime of the vehicle, including all mounting and wiring, provided that no additional installation work has taken place other than by an authorized Best Buy Mobile Electronics Installation Center. This workmanship warranty is transferable provided the original installation invoice is presented. To obtain warranty service, vehicles must be returned to the Best Buy Mobile Electronics Installation Center along with the original installation and product purchase receipts.

## EQUIPMENT WARRANTY COVERAGE

Should the equipment you purchase from and have installed by Best Buy fail under the manufacturer’s warranty or the Best Buy Performance Service Plan, the equipment will be removed, repaired or replaced under the terms of the warranty, and then reinstalled in the original vehicle at no additional charge to you. You will be responsible for any additional installation work necessary for the installation of replacement equipment. To obtain warranty service, contact the nearest Best Buy Mobile Electronics Installation Center. It is advisable to keep all box and packaging material as some manufacturers require it as a provision of their warranty.

## FACTORY AUDIO EQUIPMENT REINSTALLATION

Should the need arise to sell your vehicle or return it at the end of a lease, Best Buy will reinstall the original factory audio equipment that were removed. In order to receive this service, the following criteria must be met:

- All after-market equipment must have been purchased from and installed by Best Buy.
- No modifications were made to the vehicle to install the after-market equipment.
- An adapter harness was used for all vehicle wiring connections.
- Factory equipment was not modified for a different application. For factory equipment reinstallation, contact the nearest Best Buy Mobile Electronics Installation Center.

## PREVIOUSLY INSTALLED EQUIPMENT

Best Buy will pre-check any previously installed equipment prior to installation. Equipment that is non-functional will be assessed a bench check fee. If the equipment is functional, the normal installation charges will apply. In the event the equipment does not work, and you decide to purchase replacement equipment and have it installed, the bench check fee will be waived. Best Buy reserves the right to refuse installation of any equipment that does not have a legible serial number. (The pre-check of the previously installed equipment does not guarantee length of operation. It is merely performed to determine if the equipment is functional at the time of installation.)

## ENGINE/SYSTEM NOISE

Engine noise may occur in some installations and is not easily predictable. Should engine noise occur with your system, we will take commercially-reasonable steps to diagnose the source of the noise. Depending on the situation, Best Buy sells noise suppressors and filters that can be installed to correct the problem. There will be an additional charge for any installation labor and/or additional parts that are required to eliminate the noise.

## SECURITY SYSTEMS

Security systems are strictly a deterrent to crime. Best Buy is not responsible for stolen or damaged property following a security system purchase and/or installation.

## MOBILE VIDEO

Use of a mobile video product while operating a vehicle may be dangerous and could result in personal injury, death or property damage. Customers having a mobile video product installed release Best Buy from any claims and/or liability arising from its use while operating a motor vehicle.

## INFANT/CHILD SEATS

Best Buy does not reinstall infant/child seats removed or unsecured during installation. Please make sure to reinstall and properly secure the seat per the manufacturer’s instructions prior to use.

## NEON LIGHTING PRODUCTS

Neon lighting products are for show and off-road use only.

## WE HOPE THAT YOU ENJOY YOUR BEST BUY PURCHASE. HOWEVER, IF YOU ARE NOT SATISFIED WITH YOUR PURCHASE, WE WILL GLADLY HELP YOU EXCHANGE OR RETURN YOUR PRODCUT, WHEN IT FALLS WITHIN THE GUIDELINES BELOW.

The original receipt and valid ID are required for all exchanges, returns, price matches and warranty repair services conducted in store. We reserve the right to deny any return. Valid forms of ID are: U.S., Canadian or Mexican Driver’s License, U.S. State ID, Canadian Province ID, Matricula Consular, U.S. Military ID, Passport, U.S. Laser Visa, U.S. Permanent Resident ID Card.

## 15-DAY RETURN AND EXCHANGE

Exchange or return your item within 15 days of the original purchase date (30 days for My Best Buy™ Elite members and 45 days for My Best Buy Elite Plus members).

## NON-RETURNABLE ITEMS

- Labor, delivery and/or completed Geek Squad® installation services
- Some pre-paid cards, digital subscriptions or services
- Consumable items such as food, drink and batteries
- Items that are damaged or abused
- Items that are missing accessories, such as remote controls, cords and cables
- Etched or otherwise personalized items
- Opened computer and gaming software, movies, music and video games can be exchanged for the identical item but cannot be returned for a refund
- Downloadable digital content (such as games and movies)
- Microphones, harmonicas and similar products
- Items purchased at Best Buy Marketplace or from Best Buy Express cannot be returned in store
- Non-defective special orders

**REFUND METHOD** Your refund will generally be in the same form as the original purchase. However, when the item was paid with cash or debit in an amount greater than \$500 or in a check in an amount greater than \$250, the refund will be in the form of a check mailed within 10 business days of the return. Any amounts deducted from a gift card or Pitch In® Card will be credited to the gift card or Pitch In Card used.

**TO PROTECT YOUR PERSONAL DATA** Please remove all personal data (e.g., computer or wireless phone data) from any exchanged or returned products. Best Buy is not responsible for any personal data left on or in an exchanged or returned product.

**PRIVACY POLICY** Best Buy is not responsible for any personal electronic data left in a returned or exchanged item so please remove all personal data. To learn about our privacy practices, please visit [BestBuy.com/Privacy](https://www.bestbuy.com/Privacy).