



# PROTECT



## GLOBAL COVERAGE CLAIMS

Need to get your product fixed but you're located outside of Canada or further than 60-km from a Best Buy store or authorized repair centre?

**Don't worry, with Geek Squad Protection you're covered under our Global Coverage benefit!**

Here's how it works: Start by locating a repair centre that is capable of servicing your product and has access to the correct replacement parts. Then, send us the estimated cost of repairs for approval before completing your repair.

Sending us information for your Global claim is easy! Simply follow the four steps below:

### STEP

# 1

Have the repair centre provide you with a diagnostic report and estimate on official company letterhead.

The report and estimate should contain the following information:

- **Model and serial number of the covered product**
- **Description of the fault**
- **Cause of failure**  
with statement indicating if cause of failure is due to physical or liquid damage
- **Detailed report explaining the repair that is required**  
please note: data recovery/back-up is not covered
- **Part(s) required in order to complete the repair, including, part number(s) and part cost(s)**  
If a required part is not available, then this should be indicated on the estimate.
- **Labour cost**  
please note: in-home service or courier service is not included in this coverage, for details please refer to your plan terms and conditions.
- **Applicable Taxes**

If the estimate is in a language other than English or French, we kindly ask that you have the repair centre translate it for you.

### STEP

# 2

Please email us at: [global.coverage@assurant.com](mailto:global.coverage@assurant.com).

The following information must be included with the email:

- Diagnostic report and estimate (including all of the information above)
- Your name, address and phone number
- The four part key found near the bottom of your Best Buy purchase receipt
- If you're required to pay a fee for your diagnostic report and estimate – submit the paid invoice and we'll reimburse you

### STEP

# 3

We'll contact you in 2-3 business days with a decision about your claim. If your claim is approved, we'll need you to pay for the repair in advance and then we'll reimburse you.

### STEP

# 4

Email us your paid repair invoice: [global.coverage@assurant.com](mailto:global.coverage@assurant.com). We'll then mail you a cheque (in Canadian dollars) to reimburse up to the total amount that we have pre-approved. The cheque will be mailed to the address that is currently on your Geek Squad Protection plan.



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### Need help finding your four part key?

Here's where it can be found on your purchase receipt.



## QUESTIONS?

Visit us at [geeksquad.ca/protection](http://geeksquad.ca/protection) or call **1-800-GEEK SQUAD (1-800-433-5778)**. You can also reach us at **613-634-4643** if you're calling from outside of Canada or the US. We're here for you 24 hours a day, 7 days a week!

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