

▶ Goodbye repairs. Hello replacement.

Future Shop's convenient Product Replacement Plan, provides you with a credit to purchase a new product instead of repairing your old one.

See inside for full terms and conditions.



Call **1 800.663.2275**
24/7 to make your claim.
Now that's peace of mind.

**Don't fix it...
Replace it.**
Product Replacement Plan



▶ **FUTURE SHOP**

Protect your investment with Future Shop's Product Replacement Plan.

By purchasing this Product Replacement Plan you understand that this is a legal contract and you acknowledge that you have had the opportunity to read and that you accept these Terms and Conditions. "Product Replacement Plan" and "Terms and Conditions" are collectively referred to as the "Plan".

Throughout this Plan, the words "we," "us" and "our" (whether or not capitalized) refer to Assurant Services Canada Inc. ("Assurant"). "Future Shop" means Best Buy Canada Ltd. The words "you" and "your" (whether or not capitalized) refer to the purchaser of this Plan. The Obligor under this Plan in the Province of British Columbia is American Bankers Insurance Company of Florida ("American Bankers"). In all other Provinces, Assurant is the Obligor. This Plan is administered by Assurant.

Product Eligibility: The Plan only covers products used primarily for personal, family, or household purposes or in a home office setting, unless specifically noted as a commercial Plan on your original purchase invoice.

This Plan covers the following products with a purchase price under \$200 and purchased from Future Shop and for which you have paid the Plan purchase price: MP3 players, portable CD players, portable cassette players, portable radios, mini systems, micro systems, boomboxes, info recorders, audio headphones, microphones, two-way radios, telephones, answering machines, caller IDs, calculators, handheld GPS systems, computer scanners, watches, radar detectors and video game hardware and controllers.

This Plan covers the following products purchased from Future Shop and for which you have paid the Plan purchase price: PC keyboards, PC mice, PC speakers, headsets, paper shredders, web cams, remote controls, clock radios and small household appliances.

Duration of Plan: Coverage commences on the original product purchase date and will expire on the date noted on the original purchase invoice, except in the events outlined in the Coverage and Cancellation sections.

Manufacturer's Responsibility: This Plan complements the manufacturer's warranty; it does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty and during the term of the Plan. If a covered product is found to be defective during the term of the manufacturer's warranty, you have the option of a) obtaining a replacement credit under this Plan or b) availing yourself of the benefits of the manufacturer's warranty and retaining your benefits under the Plan.

Coverage: This Plan provides:

- coverage for manufacturer's defects in materials and workmanship that reveal themselves in normal usage.
- replacement of the covered product found to be defective with a credit equal to the original purchase price, including applicable taxes.
- power surge protection from the date of purchase on the product covered.

Once a replacement credit has been issued, this Plan will be deemed fulfilled and will end on the date of issuance of the replacement credit.

To Obtain Replacement Credit: Call 1-800-663-2275, do not return your product to the store. Be sure you have the original purchase invoice available so that your claim can be processed. A Return Authorization Number (RA #) will be issued along with complete instructions, a mailing label and pre-paid postage for you to ship your defective product.

International Coverage: International Coverage is available on a limited basis. To arrange for coverage within Canada and the United States, call 1-800-663-2275. To arrange for coverage outside of Canada and the US, call 613-634-4643.

Transferable: This Plan is transferable with the product. The Plan holder must have original documentation to receive the benefits under this Plan.

General Exclusions: This Plan does NOT cover:

1. replacement necessitated by any causes other than normal usage and operation of the product in accordance with the manufacturer's guidelines, including but not limited to theft, exposure to weather, moisture and other environmental conditions, negligence, accidental or intentional physical damage, misuse, abuse, unauthorized repairs, improper installation, improper equipment modifications, vandalism, spilled liquids, software generated problems or acts of nature or any other peril originating from outside of the product;
2. lost parts (remotes, knobs, etc.) or consumable parts including but not limited to cartridges, drums, bulbs (including lamps and optical units), and end-user replaceable batteries;
3. products covered under a Future Shop Product Service Plan;
4. product(s) with removed or altered serial numbers;
5. products used for commercial purposes, used by the public, used as a lease or rental or used in common areas in multi-family housing. Use of a product for these purposes will void this Plan, unless noted specifically as a commercial Plan on the original purchase invoice;
6. indirect, consequential or incidental damages, including, but not limited to, loss of profits, loss of data, down-time and charges for time and effort;
7. fees related to third party contracts;
8. "no problem found" type diagnosis and intermittent errors that cannot be reproduced; or
9. personal items left in the product.

Cancellation: We may cancel this Plan at our option on the basis of (a) fraud or misrepresentation; (b) commercial or rental use of the product (except where permitted by a commercial Plan); or (c) an unauthorized repair of a product. You may cancel this Plan for any reason at anytime within thirty (30) days of purchase and receive a full refund of the Plan price, provided no replacement credit has been issued. To receive your refund, you must deliver the cancellation request along with this document and all original invoices to a Future Shop store. After thirty (30) days, no refund will apply. No cancellation fee applies to this Plan.

Important Consumer Information: This Product Replacement Plan is secured by a contractual liability insurance policy provided by American Bankers, 5160 Yonge Street, Suite 500, Toronto, Ontario M2N 7C7. If, within sixty (60) days we have not paid a covered claim or provided you with a refund, you may make a claim directly to the insurance company.

Entire Agreement: Your original purchase invoice and these terms and conditions set forth the entire agreement and supersede all prior negotiations, understandings and agreements concerning the subject matter. No oral or written representations, warranties or conditions and no amendment or modification of these terms and conditions shall be binding except by a written agreement signed by the party to be bound thereby.

British Columbia Residents: Disclosure Notice Under the British Columbia Financial Institutions Act

The British Columbia Financial Institutions Act requires that the information contained in this Disclosure Notice be provided to a customer in writing prior to the customer entering a financial transaction.

- This transaction is between you and American Bankers.
- In arranging the transaction described above, Future Shop, by whom the sales associate is employed, is representing American Bankers.
- The nature and extent of the interest of Future Shop in American Bankers is none.
- The nature and extent of the interest of American Bankers in Future Shop is none.
- Upon completion of this transaction, Future Shop will be remunerated by way of a fee paid out of the purchase price of the contract.
- The Financial Institutions Act prohibits American Bankers, Future Shop and/or the sales associate from requiring you to transact additional or other business with the financial institution or any other person or corporation as a condition of this transaction.

Quebec Residents: You have specifically requested the English version of this Product Replacement Plan, a French version of which is available upon request. Vous avez spécifiquement demandé la version anglaise de ce Plan de remplacement de produit et la version française est disponible sur demande.