

WORK ORDER NO:

0006 004 0070 0019330



COMPUTER DEPT.
WORK ORDER

4242983



Date May 13 1988 Store No. 006

Date/Time Promised	
Time In	Time Out
Installer/Senior Product Specialist	

Customer Name		
<u>David Ellingson</u>		
Street Address		
<u>1870 52nd St. E Apt #30</u>		
City	State	Zip Code
<u>LIVER GROS HATS MN</u>		<u>55077</u>
Home Phone	Work Phone	
<u>651-552-8225</u>		

CUSTOMER COMPUTER SYSTEM

Vendor <u>HP</u>	Model <u>4445</u>	SKU <u>3635472</u>	Price <u>749.88</u>	Initial If Paid
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Customer's Accessories

PARTS INSTALLED:

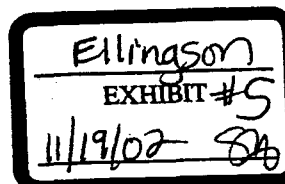
Vendor	Model	SKU	Price	Initial If Paid
<u>HP</u>	<u>4445</u>	<u>3086369</u>	<u>-01</u>	

Description Of Work Performed _____

Customer Signature

Sr. Prod. Signature

COM-16



DE 0001

BENEFITS

Complete Parts and Labor Coverage

No additional or hidden costs.
If your product can't be repaired,
we will provide for a replacement.

Power Surge Protection

Covers product damage due to power fluctuation or surge.

Performance Maintenance

Ensures your product will perform to factory specifications.
Includes preventative maintenance on select items.

Nationwide Service

Over 5,000 factory authorized technicians.

Renewable

One year of term extension is available on most products at the
conclusion of the initial Performance Service Plan. Renewal
inquiries or purchases can be made simply by calling
1-800-753-0929

Transferable

Increases resale value. Great when given as a gift.

*No Lemon Policy**

If your product requires more than three repairs,
Best Buy will provide for a replacement.

*See reverse side for Terms & Conditions.

Purchaser Records

BRAND/MODEL/SERIAL NO. 14:07 00019330
2898582 CPU 05 3YR 199.99

CASH REGISTER ENDORSEMENT/VALIDATION:

EXPIRATION DATE:

Transfer of Ownership

NAME OF NEW OWNER:

SIGNATURE OF ORIGINAL OWNER:

Best Buy's Performance Service Plans are transferable to another owner for the product identified by serial number on this validated Performance Service Plan. The original purchase receipt, as well as any service repair receipts, must be transferred to the new owner.

Customer retains
this portion for
proof of ownership.

697351162



performance **SERVICE** parts & labor coverage **PLAN**



SOLUTIONS



Now that's a great idea!

TERMS & CONDITIONS

Parts & Labor Coverage 3-Year Plan

Throughout this Performance Service Plan ("Plan") the words "we," "us" and "our" refer to Best Buy Co., Inc. in Minnesota and Best Buy Stores, L.P. in all other states ("Best Buy") and AIG WarrantyGuard, Inc. ("AIGWG"). The words "you" and "your" refer to the purchaser of this Plan.

Service and Coverage: To arrange nationwide factory authorized in-home service on applicable computers and monitors, call 1-800-332-4800. All other Plan repairs, including those on peripherals (scanners, printers) will be performed on a carry-in basis only and must be arranged through a Best Buy store or service center. All preventative maintenance (cleanings, etc.) on applicable products will be handled on a carry-in basis only. Repairs will be performed at our discretion by a Best Buy service center or authorized service.

- In some cases you may be required to ship your covered product for repair.
- This Plan covers manufacturer's defects in materials and workmanship that are the result of normal usage.
- Products, including those within the original manufacturer's warranty period, may be repaired or replaced with a comparable product, or Best Buy will issue a voucher for the original purchase price at our discretion.
- Replacement parts will be new, rebuilt or non-original manufacturer's parts that perform to the factory specifications of the product at our option.
- This Plan provides complete power surge protection from the date of purchase on the product covered.
- All Plan coverage commences on the original product purchase date.
- This Plan is inclusive of the manufacturer's warranty.
- International coverage is available on a limited basis. See store for details.

Purchaser Records: Although we maintain a record of your Plan purchase on a computer retrieval system, this validated Plan Certificate and all original receipts are required for any product replacements, exchanges or voucher credits.

No Lemon Policy: After three service repairs have been completed on an individual product and that individual product requires a fourth repair, as determined by us, we will replace it with a product of comparable performance, not to exceed the original purchase price. Technological advances may result in a replacement product with a lower selling price than the original product. For clearance, open-box, and other products originally purchased at a discount, we reserve the right to issue a voucher for the original purchase price. The original product and purchase receipts must be returned to Best Buy along with authorized service repair receipts from three separate service repair incidents to qualify. One service request number is the equivalent of one repair. Keep your service receipts! Copies of service receipts cannot be provided by us. Preventative maintenance checks, cleanings, product diagnosis, customer education, accessory repairs/replacements, computer software related problems and repairs done outside the U.S.A. are not considered repairs for the purposes of the No Lemon Policy. The remaining duration of this Plan will attach to the replacement product under the No Lemon Policy.

General Exclusions: This plan does not cover repairs caused by accidental or intentional physical damage, spilled liquids, insect infestation, misuse, abuse or damage caused by non-authorized repair personnel. Also not covered are replacement costs for lost or consumable parts (knobs, remotes, cartridges, drums, etc.) and problems due to improper and/or non-factory authorized installation or repairs.

- Plans are not available or valid for products used for: commercial purposes (multi-user organizations), public rental or communal use 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 receipt.
- This Plan does not cover loss or damage to stored data, repairs related to installed software, computer viruses or computer hardware that is added after the original purchase.
- This Plan excludes appliances, home and car audio, and video and photo products.
- This Plan does not cover consequential or incidental damages.
- This Plan does not cover "no problem found" diagnosis.
- This Plan does not cover any malfunction, defect, breakdown, or disruption of any product functions or the function of any related component or software arising from any design flaw caused by, arising from or related to, directly or indirectly any design, planning or engineering incompatibility omission or deficiency with the incidence of the Year 2000.

Manufacturer's Responsibilities: Parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer.

Availability of Services: While we try to complete service as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer's delays or acts of God.

Cancellation: This Plan shall be cancelled by us for fraud or material misrepresentation, including but not limited to commercial or rental use. Unauthorized repair or replacement of covered equipment shall result in the cancellation of this Plan by us. In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than sixty (60) days before cancellation is effective. This Plan can be cancelled by you at any time for any reason by mailing or delivering to Best Buy notice of cancellation. If you cancel: (a) within thirty (30) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan provided no service has been performed, or (b) after thirty (30) days, you will receive a pro rata refund, less the cost of any service received.

Deliver cancellation request along with this document and all original receipts to a Best Buy store or mail request with this document and copies of all original receipts to:

Best Buy Co., Inc.
Performance Service Plan
P.O. Box 9312
Minneapolis, MN 55440-9312
ATTN: Consumer Relations

AIGWG is the Obligor under this Plan. Best Buy is the Dealer and will be considered the Obligor only in California and those other states which require the Dealer to be the Obligor.

This Performance Service Plan is secured by a contractual liability insurance policy underwritten by New Hampshire Insurance Company, 70 Pine Street, 14th Floor, New York, NY 10270. If, within sixty (60) days from the date proof of loss is properly filed with Best Buy, Best Buy fails to pay a covered claim or to provide a refund, the purchaser or any subsequent holder of this instrument may make a claim directly to the insurer.

Preventative Maintenance Checks

This Plan includes cleanings and/or alignments limited to the following products: facsimile devices. These maintenance checks are recommended, but not limited to, once a year. All preventative maintenance checks will be performed on a carry-in basis.

State Variations: The following state variations shall control if inconsistent with any other terms and conditions.

Arizona, Wisconsin & Georgia Residents: Cancellation- If your written notice of cancellation is received prior to the expiration date, the Administrator shall refund the remaining prorated price, regardless of prior service rendered against the agreement.

Arizona Residents: Governing Law- This agreement shall be interpreted and enforced according to the laws of the state of Arizona.

Arizona & Wisconsin Residents: Emergency- If, in an emergency situation the Administrator cannot be reached, the customer can proceed with repairs. The Administrator shall reimburse the customer or the repairing facility in accordance with the service agreement provisions.

Tennessee & Maryland Residents: Term Extension- The expiration date of the agreement shall automatically be extended for the duration that the product is withheld from the consumer's use while being repaired, and in Tennessee, two additional working days will be added.

Wisconsin Residents: THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

CPU & Monitor

Computer and Home Office Products

REV. 70752 6/94

DE 0003

WELCOME TO BEST BUY ®
INVER GROVE HEIGHTS, MN 55077
(651)457-5817

0006 004 0070 05/15/99 14 06 0019330

SALE

2957580	F2H046 06GL	37.99
3097231	BELKIN11870	39.99
3400236	P6-75001-W	80.00
3635472	4445	749.99
3180453	052588	279.96
3578088	B.KC-2000	149.99
2898582	CPH 115 3YR	199.99 N
PSP #	697351162	
SKU #	3635472	

SUBTOTAL 1,537.91

SALES TAX @ 5.6% 86.96

TOTAL 1,624.87

7001062003596073 TEMP SUPERCHARGED 500.00

DL #MNE452135048197

EXP 12:00:00 AM

APPROVAL 102579

6 Mths SAC W/O Payments

CHECK 1,124.87

KEEP YOUR RECEIPT!

I HAVE READ AND AGREED TO ALL RETURN AND
REFUND POLICIES PRINTED ON THE BACK OF THIS
RECEIPT AND/OR POSTED IN THE STORE. I HAVE
RECEIVED GOODS AND/OR SERVICES IN THE
AMOUNT SHOWN ABOVE

<<<< CUSTOMER COPY >>>>

DE 0004



SPECIAL INSTRUCTIONS _____

CUSTOMER
SIGNATURE _____

CUSTOMER

DE 0005