

Best Buy[‡] Terms and Conditions



Best Buy Redemption Terms and Conditions

The following are terms and conditions applicable to the redemption of any merchandise purchased through Best Buy on CIBCRewards.com.

1. Delivery

- Please allow for up to two (2) weeks for the delivery of the merchandise reward.
- Rewards can only be shipped in Canada to a civic address (not to a P.O. Box).
- All orders are shipped by mail, in-store pick up is not available.
- Some remote areas of Canada can only be serviced by air delivery. In these cases, free shipping is not available and extra shipping charges may apply. If extra shipping charges are required for your order a CIBC Rewards Centre agent will contact you to confirm whether you'd like to pay the additional fees or cancel your order. If you don't respond within 48 hours, your order will automatically be cancelled.
- Rewards redemptions with multiple items may be delivered separately.
- You will be required to provide a valid daytime telephone number in order to complete your redemption.
- You will receive a confirmation number once you complete your rewards redemption. Please record or retain a printout of your confirmation number for your records.
- Once you receive your reward, please keep the packing slip as proof of purchase for your records and warranty claims. CIBC does not service warranty issues; all claims must be addressed directly with the product manufacturer.

2. Returns and Exchanges Policy

- The table below outlines the return and exchange policies by product type. The return/exchange period begins on the date the order is delivered.

Product Category	Return/Exchange Policy
Beverage & Blending (Coffee, Tea, Juicers, etc.)	Item can be returned within 30 days
Cleaning & Home Comfort (Vacuums, Air Purifiers, Humidifiers, etc.)	Item can be returned within 30 days
Cooking & Meal Prep	Item can be returned within 30 days
Camera & Camcorder Accessories	Item can be returned within 30 days
Camera Lenses and Flashes	Item can be returned within 30 days. Package must be unopened in its original packaging.
Cameras & Camcorders (excluding Full-Frame Cameras)	Item can be returned within 14 days

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Full-Frame Cameras	Item can be returned within 30 days. Package must be unopened in its original packaging.
Cell Phones, Smartphones & Wireless Devices ¹	Item can be returned within 15 days ²
Cell Phone Accessories	Item can be returned within 30 days
Blank Media (Digital Memory, Hard Drives, etc.)	Item can be returned within 30 days. Package must be unopened in its original packaging.
Computer Accessories	Item can be returned within 30 days
Computer Components	Item can be returned within 30 days. Package must be unopened in its original packaging.
Computers (Laptops & Desktops)/Monitors	Item can be returned within 14 days
Monitors	Item can be returned within 14 days
Portable Storage Media & Hardware	Item can be returned within 30 days. Package must be unopened in its original packaging.
Tablets, iPads & eReaders	Item can be returned within 14 days
Headphones and Earphones	Item can be returned within 30 days. Package must be unopened in its original packaging.
Home Theatre Audio	Item can be returned within 30 days
Portable Audio	Item can be returned within 30 days
Fitness Equipment & Accessories ³	Item can be returned within 30 days
Bedding & Bath ⁴	Item can be returned within 30 days. Package must be unopened in its original packaging.
Kitchen & Dining	Item can be returned within 30 days
Outdoor Living	Item can be returned within 30 days
Pet Supplies	Item can be returned within 30 days. Package must be unopened in its original packaging.
Home Phones & Office Communication	Item can be returned within 30 days
Printers	Item can be returned within 14 days
Scanners & Fax	Item can be returned within 30 days
Smart Audio & Video	Item can be returned within 30 days
Smart Controls	Item can be returned within 30 days
Smart Energy & Water Management	Item can be returned within 30 days
Smart Lighting Control	Item can be returned within 30 days
Smart Monitoring & Sensors	Item can be returned within 30 days
Smart Security & Access	Item can be returned within 30 days

Drones	Item can be returned within 30 days. Package must be unopened in its original packaging.
Drone Accessories	Item can be returned within 30 days
Hobby-grade R/C Vehicles	Item can be returned within 30 days. Package must be unopened in its original packaging.
Toys, Games & Collectibles	Item can be returned within 30 days
3D Glasses	Item can be returned within 30 days. Package must be unopened in its original packaging.
Home Theatre Accessories	Item can be returned within 30 days
Home Theatre Audio	Item can be returned within 30 days
Media, Cable & Streaming Devices	Item can be returned within 30 days
Portable DVD Players	Item can be returned within 14 days
Televisions ⁵	Item can be returned within 30 days
Vacuums	Item can be returned within 30 days
Gaming Accessories	Item can be returned within 30 days
Gaming Consoles	Item can be returned within 30 days
Movies & TV Shows (DVD and Blu-ray)	Item can be returned within 30 days. Package must be unopened in its original packaging.
Gaming PCs	Item can be returned within 30 days
Video Games	Item can be returned within 30 days. Package must be unopened in its original packaging.
Smartwatches	Item can be returned within 30 days
Activity & Fitness Trackers	Item can be returned within 30 days
Tracking Devices	Item can be returned within 30 days
Virtual Reality Accessories	Item can be returned within 30 days
Virtual Reality Headsets (Oculus Rift, PlayStation VR, etc.)	Item can be returned within 30 days. Package must be unopened in its original packaging.

¹ If you are returning an iPhone/iPad/iPod purchased after September 20, 2013, or that has had the software updated after September 18, 2013, you will need to turn off the 'Activation lock' feature before returning the device. [How to disable 'Activation lock'](#).

² Best Buy adheres to the CRTC Wireless Code of conduct and the rights of the consumer. Subject to usage restrictions set by the carriers, cell phones may be returned within up to 15 days of the purchase date, or up to 30 days after purchase for those who have self-identified themselves as a person with a disability. Wireless Code of Canada: http://www.crtc.gc.ca/eng/info_sht/t13.htm

³ Selected cardio equipment can only be returned by calling our Customer service line at 1-866-853-1168 and requesting a pick up. The equipment must be in the original, unopened box. These items may not be returned in store.

⁴ Bedding and linens must be unused, unworn (if applicable), unlaundered, and still have the original tags attached.

⁵ For information on how to return large items that required Scheduled Delivery (like TVs over 53"), please contact us at 1-866-853-1168 or click on the link in your Scheduled Delivery Notification email to correspond directly with our Home Delivery experts and determine if the item will require pickup.



- Please contact the CIBC Rewards Centre for return instructions prior to returning the item to ensure you will receive a full credit. Rewards merchandise must be returned in the original manufacturer's packaging.
- All products (both defective and non-defective) must be returned in their original purchase condition, with the original packing material, blank warranty cards, manuals and any other item or accessory provided by the manufacturer. If the purchase included a free gift or bonus item, it must also be returned in order to process the refund.
- Items missing the serial number or UPC (Universal Product Code) will not be accepted for return, nor will refunds be issued for such items.
- If you purchased an item as part of a bundle package, you may return that item separately. However, the price of each remaining bundle item will revert to its original price, as if it was purchased separately. Therefore, you may receive a refund for the returned item that is less than the price you paid when you purchased it as part of a bundle.
- If the product is received and has no visible signs of damage to the packaging but the product is found to be damaged (concealed damage), please notify the CIBC Rewards Centre immediately. Pictures of the box will be required. If the product is deemed to have concealed damage, CIBC Rewards will be happy to refund the purchase or replace the item without charge and will provide you with return instructions, provided that the damage or missing piece is reported within thirty (30) business days of receipt.
- Once the Return Authorization Number has been issued with instructions, you have seven (7) days to return the item in question. Returns will not be accepted after the seven (7) day term regardless of previous return authorizations.

3. Customer Support

Please contact the CIBC Rewards Centre at 1-888-232-5656 or 905-696-4907 for any questions regarding:

- Shipment status.
- Defective or damaged items.
- Shipped items not received within 1-2 weeks of shipment date.

4. Disclaimer

- All Rewards shown on CIBC Rewards.com are subject to change and may be removed, replaced and/or reinstated on CIBC Rewards.com without any notice.
- Model numbers for merchandise rewards are subject to change without notice, based on availability, back orders and/or substitutes.
- CIBC does not make any representations or warranties, expressed or implied, including, but not limited to, the implied warranties of conditions of quality or fitness for a particular purpose. CIBC does not make any representations or warranties, expressed or implied, including, but not limited to, the implied warranties of conditions of quality or fitness for a particular purpose.
- Lifestyle rewards are subject to vendor's policies and availability.

†All other trademarks are property of their respective owner(s).