

# Best Buy<sup>‡</sup> 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 CIBC Rewards.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 <sup>1</sup> | Item can be returned within 15 days <sup>2</sup>   |
| 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 <sup>3</sup>             | Item can be returned within 30 days  |
| Bedding & Bath <sup>4</sup>                              | 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  |

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| 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  | 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. |

<sup>1</sup> 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'](#).

<sup>2</sup> 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](http://www.crtc.gc.ca/eng/info_sht/t13.htm)

<sup>3</sup> 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.

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



- 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.

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