



# VENDOR DISPLAY MAINTENANCE SERVICES



# Geek Squad Vendor Display Maintenance Services

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Service includes:

- **COMPLETE SCOPE-OF-WORK** - performed by Geek Squad Agents
- **TROUBLESHOOTING & RESOLUTION** - Agents are dispatched and provide quick turnaround times for resolving display issues
- **REHEARSAL** - select Agents complete a trial install to support on providing an accurate scope of work instructions
- **A SINGLE POINT OF CONTACT** - from Geek Squad's Internal Affairs team streamlines the service fulfillment process



# Program Benefits

## Geek Squad Vendor Display Maintenance Program Benefits:

- Simple annual enrollment
- Includes **4 Audit** and **2 Refresh** annually
- No ServiceChannel ticket limits
- Troubleshooting
- Diagnostic
- Installation of parts
- Consistent, predictable billing

- Display maintenance service does not include initial deployment of a display. Geek Squad also supports initial install & testing of new displays on a custom quote project basis (details provided upon request)
- Rate above is for standard support and may vary depending on complexity of the display's design.
- Price in \$CDN
- Please contact Geek Squad's Internal Affairs team at [InternalAffairs@GeekSquad.ca](mailto:InternalAffairs@GeekSquad.ca) with display details for service rates/options.

**\$20**  
**per display**  
**per month**



# Program Benefits - Annual Audits & Refreshes

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**AUDITS**  
**4/year**



- Proactively validate functionality
- Create tickets to address deficiencies
- Be ready for peak selling times

**REFRESHES**  
**2/year**



- Swap demo products, replace worn equipment and update audio & video content
- Includes installation and testing of functionality
- Keep your displays up to date with the newest products

- Three weeks advanced noticed requested for all audits and refreshes
- Significant display retrofits are beyond the scope of included refresh work and would be quoted on a project basis.
- One period of end of calendar year blackout period implemented.
- Please contact Geek Squad's Internal Affairs team at [internalaffairs@geeksquad.ca](mailto:internalaffairs@geeksquad.ca) and your [Category Leader](#) for more details



# Program Benefits – Repairs & ServiceChannel Ticket Management

## TICKET CREATED

- Store staff or Geek Squad identifies display failure or deficiency
- ServiceChannel ticket opened to notify Geek Squad



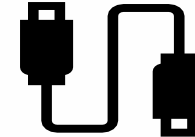
## TROUBLESHOOTING

- Geek Squad Agent is dispatched
- Performs troubleshooting
- Attempts repair



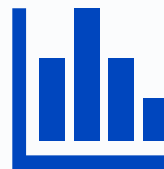
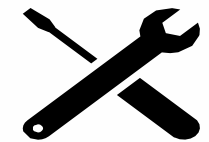
## PARTS

- If parts required, Geek Squad contacts vendor and arranges shipment
- Ship parts direct to store



## REPAIR

- Geek Squad Agent repairs display, updates ServiceChannel ticket with service notes and closes ticket



## REPORTING

Weekly reporting on open tickets and ticket resolution

