

GEEK SQUAD

DISPLAY MAINTENANCE SERVICES



2021

GEEK SQUAD DISPLAY MAINTENANCE SERVICES

- Complete scope-of-work fulfillment performed by highly skilled & trusted Geek Squad Agents
- Agents are on-site in every Best Buy store, presenting quicker turnaround times for resolving display issues
- Services for both interactive and non-interactive displays are available
- A single point of contact from Geek Squad's Internal Affairs team will streamline the service fulfillment process for Vendors



Geek Squad Agents
unleash the power of
technology



Agents are available in
every
Best Buy store



Trusted, expert service, repair &
support for
millions of clients each year

TWO GEEK SQUAD DISPLAY MAINTENANCE OPTIONS ARE AVAILABLE

ANNUAL PROGRAM

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

\$20/Display/Month

PAY PER REPAIR

- Pre-authorize Geek Squad to action tickets up to monthly cap
- Only pay for what you use (cost based on time spent to repair ticket)

\$89/Hour

For single services valued above \$3,000, Geek Squad will seek approval prior to actioning.

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

DISPLAY REPAIR PROCESS MANAGED BY GEEK SQUAD

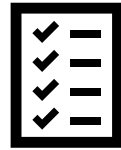
TICKET CREATED

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



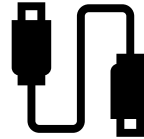
TROUBLESHOOTING

- Geek Squad dispatches Agent
- Performs basic troubleshooting
- Attempts repair without parts



PARTS

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



REPAIR

- Geek Squad Agent repairs display, notifies vendor and closes ticket



REPORTING

Geek Squad provides weekly reporting on open tickets and ticket resolution

AUDITS & REFRESHES INCLUDED IN ANNUAL PROGRAM

AUDITS

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

REFRESHES

- 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 product

- 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.
- Please contact Geek Squad's Internal Affairs team at InternalAffairs@GeekSquad.ca for more details

