

Damage, Theft or Loss of Best Buy Product SOP

Let's
talk about
what's
possible.

If you have not already set up an account with Best Buy and Oracle, reach out to ThirdParty@BestBuy.com to request a New Customer Setup form. Once completed, return the form to BestBuyCredit@BestBuy.com Cc ThirdParty@BestBuy.com . You will receive an account/customer Oracle #.

1. Receive notification of damaged or stolen Best Buy product.
2. Obtain the SKU of the damaged or stolen product, pictures, video (if available), date/time, description of incident, details of damage to the product, and store contact.
3. Notify your primary BBY 3PL Manager of the incident and provide all details listed above. If the issue was reported through a feedback form leave "in-progress" until payment is submitted.
4. If the item is damaged beyond repair (average cost **greater** than \$150), if a Managed Access Versa Key that is lost or damaged, or product was stolen provide the following communication to the store, include the feedback form details, and information you have from your side, then proceed to step 7:
 - If Damaged: "We apologize for the incident that occurred and will partner with Best Buy Corporate to resolve as quickly as possible. Please create a service order to have the unit sent to your service center, reply with the Service Order #, SKU #, and current average cost in RSS. If a Managed Access Versa Key is lost or damages, please include that information. Once [Insert Provider Name] receives this information, we will work with Best Buy Corporate to reimburse your store as a positive credit to your P&L."
 - If Theft related: "We apologize for the incident that occurred and will partner with Best Buy Corporate to resolve as quickly as possible. Please reply with the Service Order #, SKU #, and current average cost in RSS. If a Managed Access Versa Key is lost or damages, please include that information. Once [Insert Provider Name] receives this information, we will work with Best Buy Corporate to reimburse your store as a positive credit to your P&L."
 - Copy the BBY 3PL Management team on communication to the store.
5. If item is damaged beyond repair (average cost **below** \$150), provide the following communication to the store and do not proceed to step 7:
 - "We apologize for the incident that occurred, please follow the return or service disposition for the product. Please direct any questions or concerns to ThirdParty@BestBuy.com ."
6. If an item is stolen (average cost greater than \$150) due to a representative not properly locking a secure product area, follow the process outlined above in step 4.
7. After store responds with the information requested. The provider will submit the attached Invoice Request Form. Fields in yellow are required.
 - Be sure to fill in the 6 digit store # within the Rev GL #.
 - Invoice amount will match the average cost of the item at time of damage or Service Order creation.
 - If the Managed Access Versa Key is lost or damages, the invoice amount will be for the replacement cost which will include a the cost for a packet of X number of keys.
 - Reference the store #, SKU, and Service Order # in the invoice form.
 - Send invoice request to Thirdparty@BestBuy.com. Subject email: [Provider] **Damage/Theft Invoice Request Validation**. Your third-party contact will then forward to Billing Support to send out invoice.
 - Send form of payment according to the invoice within agreed upon terms.

[Damage, Theft or Loss of Best Buy Product Invoice Request Form](#)