

Vendor communication

To: All vendors

Date: September 23, 2026

From Chris Gouglas

Subject: Québec's Warranty of Good Working Order: New Vendor Resources Now Available

Dear Partner,

As we continue preparing for Québec's mandatory [Warranty of Good Working Order](#) requirements, coming into effect on **October 5, 2026**, we wanted to provide a reminder of the upcoming regulation and share additional resources now available on the Vendor Partner Portal to support your preparation. Over the past several months, Best Buy and our vendor partners have been working toward readiness, and we appreciate your continued engagement as we move closer to when this new regime comes into force.

As a reminder, vendors remain responsible for ensuring their products comply with Québec's Warranty of Good Working Order requirements, including providing a compliant repair, service, or exchange path and covering any associated costs required under the legislation.

To support vendor readiness, we have published two new resources under Exhibit B, of our Warranty Service and Return Procedures on the Vendor Partner Portal:

Section 2.1 Legal Warranty Policies

This policy document provides an overview of Best Buy Canada's approach to supporting legal warranty requirements, including Québec's Availability Guarantee and Warranty of Good Working Order obligations. It outlines Best Buy's customer-facing processes, responsibilities, and system capabilities, as well as vendor obligations and the following available service path options:

- Repair
- Best Buy Contacts Vendor (BCV)
- Over-the-Counter Exchange (OCE)

Section 7 Legal Warranty Obligations

This document provides an overview of legal warranty obligations, with links to important reference materials which will be updated as new regulations are introduced.

What We Need From You

If you have not already done so, please:

- Review the new resources on the Vendor Partner Portal.
- Assess whether any of your products are subject to WGWO requirements.
- Confirm your intended service model for affected products.

- Work with your Best Buy Category Leader or Vendor Contact to complete and return any required program documentation.

Please note that Best Buy's systems, stores, and contact centres are being updated to support Québec's Warranty of Good Working Order requirements, and a clear vendor service path must be established before the regulation comes into force.

We recognize that these requirements may require changes to existing service models and operational processes. Our shared objective is to ensure a seamless and compliant experience for customers while establishing clear service paths that support the obligations of this new legislation.

We appreciate your partnership and look forward to continuing to work together over the coming weeks to ensure preparedness ahead of the October 5, 2026 implementation date. If you have any questions regarding these resources or next steps, please contact your Best Buy Category Leader or Vendor Contact.

Thank you,

Chris Gouglas

Vice President – Legal

Best Buy Canada

Vendors are responsible for ensuring their own compliance with Québec's Consumer Protection Act and the Warranty of Good Working Order requirements. The materials referenced above are provided for general informational purposes only and should not be relied upon as legal advice. We strongly recommend consulting a legal professional to understand your specific obligations.