

# LEVIN FURNITURE AND BEST BUY REDEMPTION GUIDELINES



**IMPORTANT:** You must present this document, your Best Buy order confirmation number and a photo ID when picking up your product.

## THANK YOU. Your product purchase qualifies you for a select product.

To receive your product, simply follow the steps below outlining the claim procedure and timelines for store pickup or delivery options.

### CLAIMING YOUR PRODUCT

#### 1. Receive complete delivery of your qualifying product order.

#### 2. Product: Call Best Buy 7 days after your product delivery is complete.

This waiting period is necessary to ensure that Best Buy has received verification of your product delivery and has your product order information on file. To obtain your product, call 1-866-214-3226 Mon – Fri 8 a.m. – 7 p.m. (Central Time). **Please have your product dealer's sales ID and order number ready when calling. Best Buy will need this information to verify eligibility for your product.**

LEVIN FURNITURE PROMOTIONAL OFFERS AND ADVERTISEMENTS ARE PRODUCED AND DISTRIBUTED BY LEVIN FURNITURE, AN INDEPENDENTLY OWNED AND OPERATED BUSINESS. **BEST BUY IS ONLY RESPONSIBLE FOR PROVIDING THE PRODUCT TO SUPPORT THE PROMOTION. DELIVERY AND INSTALLATION ARE NOT INCLUDED WITH PROMOTION.** OPTIONAL SHIPPING AND DELIVERY METHODS ARE AVAILABLE AT ADDITIONAL COST.

Limit one per customer. Not valid on prior purchases. Cannot be combined with any other promotional offers. Your product must be picked up or received by Aug. 1, 2017. If your product is claimed and returned, refund total will be less the retail value of the product.

### BEST BUY STORE PICKUP INSTRUCTIONS

At the time of your furniture purchase, you agreed to store pickup for your product.

- **Best Buy Store Pickup:** 7 days after complete delivery of your qualifying product order, call us at 1-866-214-3226 and we'll guide you to a Best Buy store near you for your product pickup. You will be given a Best Buy confirmation number. Go to the Best Buy Customer Service Center and tell them you have a pickup. **Your product must be picked up no later than 8/1/2017.**

**IMPORTANT:** You must present this document, your Best Buy confirmation number and a photo ID when picking up your product. If you go to Best Buy prior to receiving your Best Buy confirmation number or go to a store different from the one you were referred to, you will not be able to complete your pickup. Your product must be picked up within 14 days of contacting the Best Buy confirmation fulfillment number, 1-866-214-3226, or your product will be returned to the Best Buy warehouse. In this event, you will have to contact the Best Buy confirmation fulfillment number to arrange for pickup.

### OPTIONAL DELIVERY METHODS AVAILABLE

Best Buy offers UPS ground shipping and Home Delivery for your product. Call Best Buy at 1-866-214-3226 for complete details.

- **Product UPS Shipping:** 7 days after complete delivery of your qualifying product order, call us at 1-866-214-3226 and we will arrange to have your product shipped UPS to the address you provide. **Standard UPS shipping charges apply. You must take delivery of your product no later than 8/1/17.**
- **Product Home Delivery:** 7 days after complete delivery of your qualifying product order, call us at 1-866-214-3226 and we will arrange Home Delivery for your product. At time of delivery, team will install the product according to manufacturer guidelines and test it, if installation is required. Please note that TV installations do not include mounting on wall or ceiling. **Special delivery charges apply. You must take delivery of your product no later than 8/1/17.**

#### CUSTOMER NAME:

#### LEVIN SALES ORDER ID:

#### BEST BUY CONFIRMATION NUMBER:

### DEFECTIVE/DAMAGED PRODUCT RETURNS

Occasionally a product will be damaged in shipping or a manufacturer defect occurs. In order to ensure Best Buy gets you a new product, please follow the instructions below.

- **If your product is defective/damaged you must first call 1-866-214-3226 within 30 days from the time you received your product.** Select option #2 defective/damaged products. A Best Buy Customer Support Specialist will guide you through the defective/damaged process.
- Up to 14 days is required to process a product return.
- If more than 30 days have passed since you received your product, please refer to your manufacturer warranty.

## PLEASE DO NOT CALL BEST BUY UNTIL 7 DAYS AFTER DELIVERY OF YOUR QUALIFYING PRODUCT ORDER.

This will ensure that Best Buy has your product order information on file from your dealer.

### STORE PICKUP INSTRUCTIONS –FOR INTERNAL BEST BUY USE ONLY

For customer redeeming this offer through store pickup, search for product dealer customer order by **entering order number into OMS.** Customer information will be located under **Bill To** on the order confirmation. Ask customer to see a photo ID to verify that the customer name is on the order. For product dealer order issues, call the Best Buy Store Hotline 1-866-214-3226 Mon – Fri 8 a.m. – 7 p.m. (Central Time).