

# Avion Rewards™ Redemption, Return & Exchange Terms & Conditions for Best Buy‡

## 1. What the Words Mean

Here are the definitions of some of the words used in these Terms:

“**You**” means an Eligible Avion Rewards Client;

“**We**”, “**us**”, or “**our**” means Best Buy Canada (“**Best Buy**”);

“**Eligible Avion Rewards Client**” means (i) a personal or business Avion Rewards cardholder who is authorized to redeem Points in accordance with the Avion Rewards Terms and Conditions; (ii) the primary owner of an eligible personal banking account that makes you earn Points in connection with various “Avion Rewards in Banking” promotions Royal Bank offers from time to time; and (iii) an Eligible Avion Rewards Core Product Account Client (as defined in the Avion Rewards Terms and Conditions);

“**Payment Card**” means an RBC credit card,

“**Points**” mean Avion points;

“**Program**” means this Avion Rewards Redemptions Program with Best Buy;

“**Royal Bank**” means Royal Bank of Canada;

“**Scheduled Delivery Item**” means an item that requires scheduled delivery arrangements to be made for delivery by a local delivery service company; and

“**Terms**” means these Avion Rewards Redemptions Terms & Conditions for Best Buy.

## 2. Order Policy – General Rules

a. If you have accumulated the required number of Points for the item(s) of your choice, you may decide to pay for the item(s) using Points only. You may also decide to pay using a combination of Points and a Payment Card (RBC credit card). In the event that you do not have the required number of Points for your purchase, you will be required to pay for the outstanding balance with a Payment Card (RBC credit card).

### Applicable to Avion Select Members only:

You must have the required number of Points in your Rewards Account for the item(s) of your choice at the time of the redemption.

- b. The required number of Points and the corresponding basic price in dollars for an item are displayed in the Program’s online catalogue. Applicable taxes and any other additional fees, if any, are not included in the required number of Points or corresponding basic price in dollars for the item. Any applicable taxes and/or fees will clearly be displayed in the checkout process as you work to complete your transaction.
- c. All merchandise appearing in the Program’s online catalogue are subject to availability. Also, we reserve the right to limit the quantity of the same item you may want to order in one transaction. If that is the case, and you wish to order more than the maximum quantity allowed in one transaction, a separate order(s) will need to be placed for the additional item(s).
- d. When you order an item through this Program, Royal Bank relies on the information you provided in your client profile with Royal Bank to complete your order, including your registration information (name and email address), which must be true, accurate, current and complete. If the shipping information, such as the apartment number or street address is not correct on your profile, please contact Royal Bank at the number indicated in the “How to contact Royal Bank” section of these terms to update your address before placing your order. You will be solely responsible and liable to Royal Bank for any and all costs associated with the loss, damage, and/or additional costs that you, Royal Bank or any other person may incur as a result of your submission of any false, incorrect or incomplete information.
- e. Items redeemed from the Best Buy catalog are not eligible for the Best Buy low price guarantee.

## 3. Ship to Home – Order Policy

- a. Shipping and handling charges may apply to the delivery of some items and if applicable, those charges will clearly be displayed to you prior to completing your transaction.
- b. If the item(s) you ordered is in stock, Royal Bank will e-mail you a notice confirming that the item(s) has been shipped and is en route to you. That notice is Royal Bank's acceptance of your order.
- c. If an item you ordered becomes unavailable after you place your order, Royal Bank will notify you via email and you will be refunded in the original method of payment (Points, Payment Card or the combination of Points and a Payment Card) within (5) to eight (8) business days from the time Royal Bank receives notification.
- d. In stock orders (excluding Scheduled Delivery Items) will normally get delivered within seven (7) business days of placing your order. How soon you receive the item(s) depends on the shipping transit time.
- e. For Scheduled Delivery Items, if your delivery is local, you'll receive an email after your order has been processed notifying you of a suggested delivery date. If your delivery is remote, you'll receive an email after your order has been processed notifying you that our home delivery carrier will be contacting you directly to schedule a delivery date.
- f. Except for Scheduled Delivery Items, if you have not received your shipment within seven (7) business days, please contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these terms and they will investigate the matter for you. If the investigation confirms the item(s) was delivered to you, then you will not be eligible to receive any refund for the item(s).
- g. You may be able to request delivery updates directly from the carrier's Website by following the steps below. You'll be able to set up similar notifications via the websites of other carriers as well:
  - i. Locate your tracking number (provided in Shipping Confirmation email);
  - ii. Visit the carrier's "Track a Package" page and enter your tracking number;
  - iii. Select "Request Delivery Updates by email"; and
  - iv. Complete the request form and press "submit".
- h. If the tracking information indicates that your item(s) is being returned to sender or has become undeliverable, you will be refunded in the original method of payment (Points, Payment Card or the combination of Points and a Payment Card) and notified by Royal Bank via email in approximately (5) to eight (8) business days from the time the merchant receives the item back in their facility. You can track your refund by reviewing your Loyalty Transaction History on rbcrewards.com or the Avion Rewards App.
  - i. If shipping information such as the apartment number or street address was incorrect when placing your order, your order may be returned to us without any delivery attempts being made. To avoid any additional delays, we suggest tracking your package regularly, or requesting delivery updates from the carrier through their website.
  - j. The carrier will not leave a package on your doorstep if you are not home to receive it. Instead, the carrier will leave you a note with an address to the closest postal outlet where you can pick up your package by showing a valid piece of government ID.
  - k. When certain items that weigh 30Kg or more are delivered by a third party carrier (like Purolator or UPS etc.), delivery personnel may not bring the item all the way into your residence if the item is considered a potential health and safety risk or if there is no one available to assist the carrier driver. In certain cases, especially when delivery access may be obstructed or otherwise potentially dangerous, items may be left at the door or taken to a shipping depot for pick up after a delivery attempt is made.
  - l. Manufacturers will sometimes provide products that only contain English. Since this is not in compliance with Quebec language legislation, these English-only products cannot be shipped to the province of Quebec. Customers within Quebec may still purchase this product as long as it is shipped to a province outside of Quebec. If an order is placed that falls within these restrictions, we will cancel the order, notify you via email, and process a refund back to the original method of payment (Points, Payment Card, or a combination of Points and a Payment Card).

#### **4. "Quick and Easy Store Pickup" – Order Policy**

- a. The merchandise section of the Program's online catalogue allows you to search for all items in the catalogue, as well as identify items that are available for the Quick and Easy Store Pickup at a local Best Buy store option.
- b. If the Quick and Easy Store Pickup option is available, it means that you can pick up the item at a local Best Buy store. If the Quick and Easy Store Pickup option is not available,

that item can only be shipped to you from a distribution center and cannot be picked up at a local Best Buy store.

- c. Once the order is placed through the Quick and Easy Store Pickup, the delivery option cannot be changed to a “Ship to Home” order.
- d. The availability of an item for the Quick and Easy Store Pickup option is based upon the postal code or the city and province provided in your client profile with Royal Bank.
- e. Once you are ready to proceed to check out, you will be required to pay for your order in totality, including any applicable taxes and/or additional fees, by using your Points or a combination of Points and a Payment Card.
- f. Once you have completed the checkout process, an order confirmation email will be sent to the email address specified on the order. This does not mean the item(s) is ready for pick up, as it is only a confirmation that the order has been received.
- g. If we discover there is an issue with inventory or your method of payment, another follow-up email will be sent notifying you that we cannot process your order and you will be refunded in the original method of payment (Points, Payment Card or the combination of Points and a Payment Card).
- h. Once the order is ready for pick up, another email will be sent to the email address specified on the order, which will notify you that the order is ready for pick up at the selected store (during the store’s regular business hours). The item(s) ordered with the Quick and Easy Store Pickup will be listed on that email.
- i. Typically, if you placed your order during business hours, you should receive an email confirmation within one (1) hour of the order being placed. For orders placed outside of business hours, you should receive a confirmation within one (1) hour of the next store opening on the next business day. However, some items may take longer to process at the selected store during high peak periods.
- j. Only the person identified on the order, as entered during the checkout process, may pick up the order. This person must present the Ready for Pickup email confirmation at time of pick up. The email confirmation will contain the order number needed to identify your individual order. To pick up the order, this person will need to provide the ready for pickup email confirmation and 2 pieces of valid ID that matches the name on the order. At least one piece of ID should be a government-issued photo ID. The second piece

should have the same name, e.g. credit card, debit card. If you or this person does not have this information, the order cannot be picked up from the store.

- k. Once arriving at the selected store, proceed to the designated pickup area. Find out which service your local store is offering by using our store locator - <https://stores.bestbuy.ca/en-ca/search>
- l. The item(s) that you ordered will be available for pick up at the selected store for three (3) calendar days after the email notification is sent to you. If your order has been confirmed and you don’t pick up your order within three (3) days, it will automatically be cancelled. Your order will be refunded through your original method of payment (Points, Payment Card or the combination of Points and a Payment Card) in five (5) to eight (8) business days.

## 5. Return Policy

### a. General Rules

- i. For all returns , you will need the following:
  - (1) **If you picked up your item(s) in store, the Ready for Pickup email** that was sent you.
  - (2) **If your item(s) were delivered to you, the “Purchase Order Number”** that was indicated on the confirmation email that was sent to you after you placed your order; and
  - (3) **Original packaging of the item(s) being returned.** For complete details, please read Sub-Sections (ii) and (iii) below.
- ii. All item(s) (both defective and non-defective) must be returned in their original purchase condition and with everything that formed part of the original packaging including blank warranty cards, manuals and any other item or accessory provided by the manufacturer. If the purchase included a free gift, or an included or bonus item, the free gift included or bonus item must also be returned to qualify for a refund.
- iii. Also, we cannot accept returns of items missing the serial number or UPC (Universal Product Code), and we will not issue refunds for such items.
- iv. If you purchased an item as part of a bundle package, you may return that item separately. However, if you decide to break up that bundle by returning an item, the price of all items in the bundle reverts to what they would be if they were purchased individually. Therefore, you will receive a refund for the returned

item that is less than the price you paid for it when you purchased it as part of a bundle.

- v. If you were charged an Environmental Handling Fee with your original purchase, this fee will be refunded, along with the cost of the item(s).

#### **b. Product Specific Return Timeframes**

- i. Most items must be returned within 14 to 30 days but some product lines have special restrictions or return policies. For Quick and Easy Store Pickup orders, the return period begins on the date the item(s) is picked up from the store. For Ship to Home orders, the return period begins on the date the item(s) is delivered. For complete details and specific return timeframes, please consult Best Buy's Returns and Exchange Policy available at: <https://www.bestbuy.ca/en-ca/help/returns-and-exchanges/best-buy-return-and-exchange-policies>
- ii. Due to copyright laws, computer and game console software, music CDs, DVDs and videos in opened packages can't be returned; they may only be exchanged for the same item.

#### **c. "Ship to Home" – Return Policy**

- i. When you receive your package, we ask that you examine it closely prior to opening the factory sealed product packaging.
- ii. If you are not satisfied with your item, you may return your item by mail for orders that were shipped directly to you. To begin the return process by mail, please contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these terms to find out how to make a return by mail, to request your Return Merchandise Authorization (RMA) number and return shipping label(s). The RMA number and return shipping label(s) will be sent to you by email. Packages returned without an RMA number and the prescribed return shipping label(s) will be refused. Your RMA number and return shipping label(s) are valid for 14 calendar days from the day they are issued to you. The return shipping label(s) are valid only for returns shipped within Canada. Each return mailing label is coded for a specific shipment and for a specific item. Please do not include an item(s) from another order, or another item(s) or

shipment(s) from the same overall order, in the same box, or you will not receive the correct refund.

- iii. All items that you return by mail will be refunded through your original method of payment. For example, if you have paid for your item(s) using a combination of both Points and a Payment Card, a refund will be applied to your Payment Card account used to make the purchase and the Points will be credited back to your Points account.
- iv. Shipping and handling charges are non-refundable. However, we will gladly refund your original shipping and handling charges if you are returning an item because of an error on our part, or we have determined that the product is defective.
- v. For information on how to return Scheduled Delivery Items, or other special delivery items, please contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these terms to determine if the item will require pick up.
- vi. If your order contained multiple items and you decide to return one or a few items only by mail, you won't be able to return the remaining items by mail once the return window is closed. If you decide later on to return any remaining item(s), you will need to go to a local Best Buy store to return the item(s), whereupon we will refund you with a Best Buy gift card.
- vii. If you have received the wrong item and would like to return it, please contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these terms. You will need to return the wrong item for a refund to be processed, and place a new order.

#### **d. "Quick and Easy Store Pickup" – Return Policy**

- i. For Quick and Easy Store Pickup orders, you may only return the item(s) in-store, at any Best Buy store within Canada. It cannot be returned by mail.
- ii. Upon entering the local Best Buy store, please proceed to the Customer Service counter and present your item(s) along with all the required documentation (listed in Section 5 (a) above). You may also need to provide the contact information provided in your client profile with Royal Bank (such as your name, address, phone number and email address). A valid photo ID may be requested to confirm this information.
- iii. **All items that you return in store will be refunded by the issuance of a Best Buy gift card for the full value of**

the purchase price of the original item(s) you ordered, even if you have paid for your item(s) using Points and/or a Payment Card. This means that, when returning an item(s) in a local Best Buy store, we cannot process a refund to your Payment Card account, if originally used, and no Points will be credited back to your Points account.

## 6. Order Cancellations

- a. A request to cancel an order for a full refund can be made at any time after placing the order. However, since most orders are processed in less than an hour, cancellation is not guaranteed. It is important you make your cancellation request as soon as possible because once an order is processed and is ready for pick up or being processed to be shipped, it cannot be cancelled. In that case, you can always return the item as per the appropriate return policy outlined in these Terms.
- b. A cancellation request must be initiated through Royal Bank by contacting Royal Bank at the number indicated in the “How to contact Royal Bank” section of these terms during regular business hours.
- c. If an order is cancelled, notification will be sent to you by email.
- d. If your Points have been deducted and/or your Payment Card has been charged prior to cancellation of your order, we will credit your Points back and/or process a credit to your Payment Card account, if one was used for the redemption, within five (5) to eight (8) business days.

## 7. Errors or Misprints on the Program’s Online Catalogue

- a. How we fix errors depends on the nature of the error. If we find that a product description on the Program’s online catalogue is incorrect, for example, we’ll work to correct it.
- b. While we take steps to ensure the accuracy and completeness of product descriptions and information provided by third-party services, please refer to the originator of the information (e.g. the manufacturer) for complete product details. In general, you should know that

the required number of Points for an item, the corresponding basic price in dollars and availability of the item are subject to change without notice.

- c. THE FOLLOWING CLAUSE IS INAPPLICABLE IN QUEBEC. We reserve the right, at any time, to reject, correct, cancel or terminate any order for any reason whatsoever (whether or not the order has been confirmed and your Points have been debited and/or your Payment Card charged) including if, for example, the required number of Points or the corresponding basic price in dollars for any item you order was incorrectly displayed on the Program’s online catalogue. If this happens, we will provide you with an opportunity to place an order at the correct price.

## 8. Miscellaneous

- a. Please note that this Program and any part of these Terms are subject to change without notice to you. The posting of the current Terms at [https://www.avionrewards.com/retailers/termsconditions/retailerterms\\_eng.pdf](https://www.avionrewards.com/retailers/termsconditions/retailerterms_eng.pdf) shall be deemed sufficient notice to you of such Terms, if required.
- b. The Avion Rewards Terms & Conditions available at <https://www.avionrewards.com/terms-and-conditions/> are supplemental to these Terms and continue to apply insofar as they do not conflict with the present Terms.

## 9. How to Contact Royal Bank

For all Accounts, except the RBC Avion Visa Infinite Privilege, RBC Avion Visa Infinite Privilege for Private Banking Accounts and RBC Commercial Avion Visa Credit Card Accounts:	1-800-769-2512
For RBC Avion Visa Infinite Privilege Credit Card Accounts only:	1-888-769-2581
For RBC Avion Visa Infinite Privilege for Private Banking Credit Card Accounts only:	1-888-769-2585
For Business Credit Card Accounts:	1-800-769-2512
For Commercial Avion Visa Credit Card Accounts only:	1-888-769-2534
For Avion Select Members , please reach out to us using the Contact an Advisor feature in your Avion Rewards profile.	

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