



# EDUCATION



## FAQ

You have questions about your Step Up order or account? We have answers.

### **What am I eligible to purchase?**

Any approved technology for your student, excluding gift cards, iTunes® cards, pre-paid cards, extended warranties and software. Please refer to the Step Up website for more details on student-approved items at [StepUpForStudents.org](http://StepUpForStudents.org).

### **How long does it take to process and ship my order?**

It may take up to 7-10 business days to process your order. Once approved, your order will ship within 24 hours and arrive within 5-7 business days via standard shipping.

### **What is the return policy?**

Returns or exchanges are allowed only if the item(s) are defective or damaged. You can return the damaged items to the nearest Best Buy store.

### **How do I check the status of my order?**

Log in to your account or wait for the tracking confirmation e-mail. Refer to the "Buying Account Setup Guide" for further instructions. As a parent/student you will not need to take any action after submitting your order. After placing your order, it will flow through a systematic approval process with SUFS:

- Pending Approval: Your order is currently under review by SUFS
- Rejected by Approver: Your order was not approved by SUFS (contact SUFS for details)
- On Credit Hold: This is a systematic hold and will clear
- Order Submitted/In Process: Your order has been approved by SUFS and is starting to ship
- Shipped: Your order has shipped (check your online account for tracking)

### **How will my order ship?**

Depending on size and where the product is shipping from will determine the carrier. Normally, small- to mid-sized items will come UPS, and larger items could come through a home delivery service or freight delivery.

### **Who do I call for help with getting Step Up funding?**

Contact Step Up at 1-877-735-7837.

### **Who do I contact for help with a purchase?**

Send an e-mail to [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) or call 1-888-218-9474.

1-888-218-9474 | [BestBuy.com/Education](http://BestBuy.com/Education)

## FAQ Continued

### **What do I do if I am being asked for my credit card in the payment options?**

First, e-mail [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) to ensure your account verification was complete. Once your account is verified, you should be able to select Business Advantage Account as a payment option. This will automatically load account information for you to process your order. Please follow the flier for additional checkout details.

### **What do I do after my order is placed?**

Submit your reimbursement request through Step Up within 48 hours. Your order will be reviewed by Step Up for approval.

### **Who handles the approval process?**

SUFS handles all approvals and rejections. For inquiries, please contact SUFS at 877-735-7837 or e-mail [GardinerPayments@SUFS.org](mailto:GardinerPayments@SUFS.org).

### **What do I do if my order has been rejected?**

Contact SUFS for more information at 877-735-7837 or email [GardinerPayments@SUFS.org](mailto:GardinerPayments@SUFS.org). Best Buy does not perform approvals or rejections, and does not have access to why an order might be rejected.

### **What do I do if a product says "Check for Availability"?**

E-mail the BB number/Model number to [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com).

### **What do I do if I entered the wrong information in my order?**

Immediately e-mail [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) and we will cancel your order. You will have to replace your order with the correct information.

### **What do I do if my order shows tax?**

Proceed to checkout.

### **Can I use a credit card to place an order?**

Please go to the regular [www.BestBuy.com](http://www.BestBuy.com) website to place your order with a credit card. The Step Up site is intended for DIRECT BILL use only.

For additional information regarding Step Up for Students, please visit: [StepUpForStudents.org](http://StepUpForStudents.org).