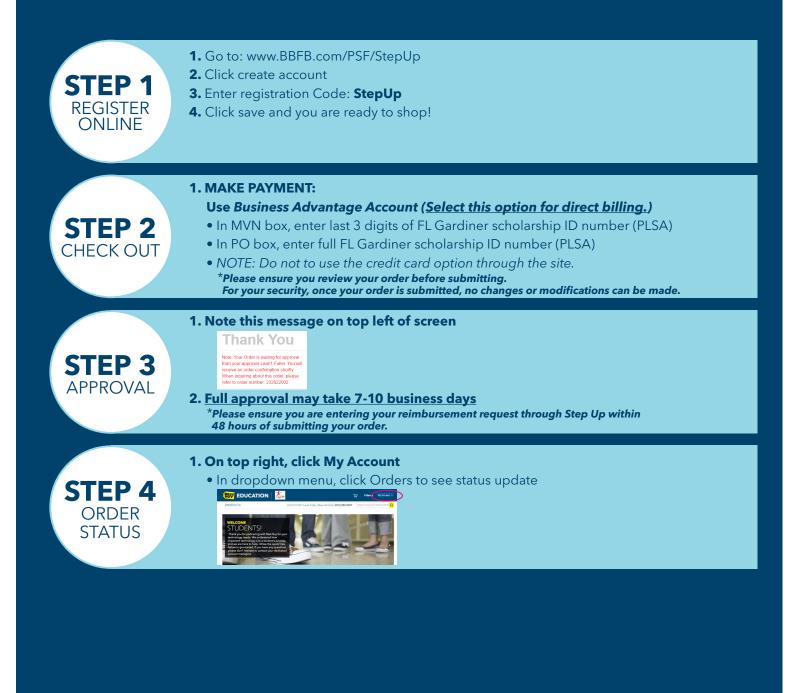




THANKS FOR CHOOSING US

We understand how important technology is to your students' success in school, and we're here to help. You're only a few simple steps away from setting up your technology buying account, and then you'll be able to order the tech your students need **without paying any money up-front**. Let's get started.



1-888-218-9474 | BestBuy.com/Education

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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.

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 or call 1-888-218-9474.

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BEST 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 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.

What do I do if my order has been rejected?

Contact SUFS for more information at 877-735-7837 or email 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.

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

Immediately e-mail 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 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.

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