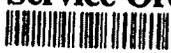


Service Order: 00101966536638 11/20/2011



CALIFORNIA - SVC
14395 PIPELINE AVE
MUNO, CA 91710-5642

Customer Information:

Mark Rettenmaier
25462 Rodeo Cir
Laguna Hills, CA 92653
Primary Phone: (949) 705-9015
Alternate Phone: (949) 831-1624

Product Information:

Product Type: DUMMY SKU: GSS ONLY Brand: GENERIC PRODUCT SOURCE C
Model: GSS ONLY Serial #: 9TE243V2
SKU: 7685613 Date Of Purchase: 11/20/2008
BTP Number: Labor/Parts Coverage: COD COD
Labor/Parts End Date: 11/20/2008 11/20/2008

Condition: Other (specify)
very slightly dusty

Accessories:

None

Symptoms:

client approved DRD service for internal 3.5" seagate 1 TB 7200 RPM drive. please inform client of estimate and proceed appropriately. quoted 2-3 weeks.

Service Order Disclaimer:

I authorize Best Buy/Geek Squad ("Best Buy") to:

1. Perform the services requested on my product/products ("product") and I grant access to my product data and information for such purpose.
 2. Repair all apparent defects identified by Best Buy on my product.
 3. Use new or rebuilt replacement parts that perform to the factory operational specifications of the product.
 4. Install software (accepting End User License Agreements on my behalf), utilize remote access and/or send my product to a regional service center, vendor, or third party service, which may be out of state, in order to complete the service on my product.
 5. Notify me for approval of all service that will exceed the minimum approved amount stated on the service order before my product is repaired and to return the unrepaired product to the drop off location if I do not approve such repair.
 6. Strive to meet the Estimated Completion Date, although Best Buy may change that date.
 7. NOT back up any data on my product unless I specifically request Best Buy to do so for an applicable fee PRIOR to the performance of any service. Notify me when the service on my product has been completed.
- Next, for no additional charge, any defects in workmanship of the repair services for hardware (excluding virus/spyware removal or software repairs) in 30-days from the date of pick up.

I agree to/or that:

1. Refer to the terms and conditions of my product warranty or service contract for information about coverage and applicable charges.
2. Pay a non-refundable deposit on service/estimates not discernable as covered (including diagnostic and other charges) under a product warranty or service contract. The deposit is refunded if the service/estimate is covered. The deposit is applied to the cost if the service/estimate is not covered.
3. Pay, without being notified, up to the minimum approved amount stated on the service order.
4. Pay for services (including parts and labor) I request if not covered by a product warranty or service contract.
5. Present either this service form or a government-issued photo ID when picking up my product.
6. Waive any claims regarding physical damage of my product if I do not report them at the time of pick up/delivery.
7. Best Buy may dispose of my product if I do not pick my product up within 30 days of being notified by Best Buy that service on the product has been completed and, in the case of disposal, I waive any claims to my product, including all data and information on my product.
8. I am on notice that any product containing child pornography will be turned over to the authorities.
9. PRIOR TO DELIVERING MY PRODUCT TO BEST BUY FOR SERVICE IT IS MY RESPONSIBILITY (1) TO BACK UP DATA ON IT AND (2) REMOVE ALL MEDIA AND STORED CONTENT FROM MY PRODUCT.
10. WAIVE ANY DATA LOSS OR MEDIA LOSS CLAIMS, WHETHER OR NOT I HAVE REQUESTED BEST BUY TO BACK UP MY DATA, AGAINST BEST BUY AS UNDER NO CIRCUMSTANCES SHALL THEY BE LIABLE FOR ANY LOSS, ALTERATION OR CORRUPTION OF ANY DATA, OR LOSS OF ANY MEDIA FROM MY PRODUCT.
11. Waive any consequential or incidental damages against Best Buy that may occur as a result of this service.
12. I verify that I have read and agreed to the terms of this Service Order Disclaimer and that the name, address and phone number listed above in the Customer Information Section is accurate.

Customer Signature: [Signature] Date: 11/20/11

Employee Signature: [Signature] Date: 11/20/11

AN ESTIMATE AS REQUIRED (SECTION 9844 OF CALIFORNIA BUSINESS AND PROFESSIONS CODE) FOR REPAIRS SHALL BE GIVEN TO THE CUSTOMER BY THE SERVICE DEALER IN WRITING, AND THE SERVICE DEALER MAY NOT CHARGE FOR WORK DONE OR PARTS SUPPLIED IN EXCESS OF THE ESTIMATE WITHOUT PRIOR CONSENT OF THE CUSTOMER. WHERE PROVIDED IN WRITING THE SERVICE DEALER MAY CHARGE A REASONABLE FEE FOR SERVICES PROVIDED IN DETERMINING THE NATURE OF THE MALFUNCTION IN PREPARATION OF A WRITTEN ESTIMATE OF REPAIR. FOR INFORMATION CONTACT THE BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, DEPARTMENT OF CONSUMER AFFAIRS, SACRAMENTO 95814.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

Best Buy California Master Registration Number C-61490, Geek Squad California Master Registration Number E-81713 and Magnolia Home Theater California Master Registration Number E-80946

