



## NORMANDALE COLLEGE SUPPORT GUIDE



### OVERVIEW

If you are experiencing any issues with your device, you can engage directly with Geek Squad following the step-by-step instructions outlined below on how to obtain Geek Squad Support.

### SERVICE REQUEST PROCESS

#### Option 1:

- Step 1: Visit your nearest Best Buy store location to drop off your device for service.

#### Option 2:

- Step 1: Email us at [NormandaleCollege@BestBuy.com](mailto:NormandaleCollege@BestBuy.com) (Please see service request template below).
- Step 2: Complete and attach the Service Request Form
  - Complete all the required fields. If you aren't certain about the device details, your Geek Squad Agent will be able to access them.
- Step 3: Geek Squad Team will contact you within 1 business day via phone or email.
  - Geek Squad will discuss service needs with you based on the Service Request Form you filled out.
- Step 4: Geek Squad Team will send you a Box Kit to your specified location.
  - The Box Kit is intended for you to put your defective device in to ship to our Geek Squad City Repair Depot.
  - Once your address is confirmed, the Box Kit will ship within 1 business day and will arrive via UPS. A return shipping label will be included.
  - The box can be taken to any UPS drop location.

### REPAIR FULFILLMENT PROCESS

1. Once our Geek Squad City Depot has received your device(s) an on-site diagnostics will be performed to determine what repairs may be needed.
2. If required, a repair will be completed and shipped back to your specified location.
3. If a repair is unable to be completed due part availability, the manufacturer may opt to exchange the device. If an exchange is authorized, you will be asked to visit the nearest store location for that exchange to be processed.

### FAQ

- 1) What is the process when needing Service & Support on your device?
  - Students can complete the Service Request Form referenced above via email or they may go to their local Best Buy Store for service & support.
- 2) What if the manufacturer warranty has expired or the unit has damage not covered by the manufacturer?
  - The device would still be eligible for COD repair. Payments for COD repair can be made over the phone by dialing 1-855-462-3737.
  - If this occurs, you would be contacted with an estimate for approval, prior to the completion of repairs.
- 3) Who can I contact with questions?
  - The Geek Squad City support team can be contacted directly at 855-462-3737 Monday through Friday from 9 am until 6 pm EST.
  - When contacting the Geek Squad City support team, please advise them that you are a Normandale College student seeking support for your device.

User Information	
First Name	
Last Name	
Company Name	Normandale College
Email Address	
Phone Number	
Phone Extn	
Preferred Contact Method	
Preferred Call Window	
Street Address of Product Location	
City of Product Location	
State of Product Location	
Zip Code of Product Location	
Product Information	
Service request for Device Type	Computing
Product Brand	
Product Serial	
Product Model	
Description of Issue	