At Best Buy, we support our customers throughout the life cycle of their products. We offer a full suite of services to extend the life of products, give products a second life and provide convenient end-of-life options.
**Repair**
We want to help customers extend the life of their products – and we do this using the skills of our more than 20,000 Geek Squad Agents and repair partners. In fiscal year 2016, Best Buy repaired millions of devices, saving customers money and keeping electronics in the “use” phase.

In addition to our in-home repair service, focusing primarily on television and appliance repair, every large-format Best Buy store houses a Geek Squad Precinct. This is where everything from computers to mobile phones to digital cameras are repaired. In addition, remote Agents support software repair, keeping our customers’ computers and tablets functioning. We also operate eight repair depots including Geek Squad City, a facility in Louisville, Kentucky, encompassing nearly four acres and housing the largest concentration of Agents anywhere on Earth.

For those customers who choose to repair their products at home, we help support them with PartStore, a convenient website where customers can access more than 4 million replacement parts to fix their own devices.

**Trade-in**
The Best Buy Trade-In Program is the core of our “reuse” phase of the product lifecycle. We offer customers a convenient way to get value for products that are still in good, working condition. These products are typically re-sold in secondary markets, bringing a useful second life for products that might otherwise end up recycled or in a landfill. Another benefit of the Best Buy Trade-In Program is it gives an opportunity for those who may not be able to afford brand-new technology.

We are constantly evaluating categories where we can offer consumers value for electronics they no longer use.
E-waste Recycling
To address the issue of e-waste, in 2009 we established our recycling program. We continue to operate the most comprehensive consumer electronics takeback program in the U.S. In fiscal year 2016 we introduced changes to our in-store recycling program that allow us to continue to provide this service for our customers.

We are now charging customers $25 for each TV and computer monitor they recycle at our stores. The new fees help cover the increasing costs of managing TV and monitor disposal through our network of stores, distribution centers and recycling partners. Increased costs have stemmed from lower commodity prices and a dramatic decline in global outlets for recycled glass, a key component of TVs and monitors. All other products – such as batteries, ink cartridges, computers, printers and hundreds of other items – continue to be recycled for free at all of our stores. In addition, Best Buy will haul away old appliances or TVs larger than those accepted in stores from customers’ homes for a small fee with the purchase of a new unit.

In 2009, we set a U.S. goal to collect 1 billion pounds of consumer electronics and appliances for recycling by the end of 2014. In June of 2014, we met this goal. Best Buy renewed our commitment to the challenge of e-waste by setting a new goal to collect an additional 2 billion pounds of consumer electronics and appliances for recycling by the end of 2020. In fiscal year 2016 alone, we collected more than 161 million pounds of consumer electronics and 106 million pounds of appliances.

Our Recycling Standards
At Best Buy, we provide a responsible way for our customers to recycle their old electronics. We promote environmental stewardship by requiring all of our recycling service providers to adhere to Best Buy standards and contractual obligations, recurring onsite, desktop and downstream audits as well as certify their operations to ISO14001 standards. In addition to our own standards, we require all electronics recycling partners to maintain eStewards® or R2® industry certifications.

Customer Data Privacy and Recycling
Another concern when recycling electronics is ensuring that any customer data left stored on such products is handled appropriately. To ensure our customers’ data is protected, we have strict data privacy protection requirements for our employees and our partners. We only work with pre-qualified companies in our secondary markets and we regularly audit our recycling partners to ensure compliance with our data privacy standards. Visit BestBuy.com/Recycling for more information about how to recycle electronics at Best Buy stores. See page 40 for further discussion on customer data privacy.

We are working collaboratively with the industry to minimize the impacts of e-waste through our participation in the following working groups:

- EPA’s Sustainable Materials Management Working Group
- R2 Technical Advisory Committee

5. Due to state laws that limit end-of-life fees, we determined that we could no longer collect TVs and computer monitors for recycling in Illinois, Pennsylvania and Connecticut.
Battery Recycling

Best Buy stores, service centers and distribution centers collected more than 225,000 pounds of used rechargeable batteries for recycling in 2015. The recycling kiosk located in each store accepts used rechargeable batteries as well as other recyclable items, making it quick and easy for customers to recycle. Best Buy partners with Call2Recycle® - North America’s first and largest consumer battery stewardship program. For the past four years, Best Buy has been named a Call2Recycle Leader in Sustainability for our strong commitment to sustainability through our consistent participation in the program.

Recognition

In 2015, Best Buy was again awarded the EPA’s Sustainable Materials Management (SMM) Electronics Challenge Champion and Gold Level Participant Awards. Award recipients at these levels are regarded as having the highest level of vision, coalition-building, and execution of programs and policies related to responsible used-electronics management. Best Buy received the award because of our convenient and accessible recycling locations, internal and external communication efforts about the value of recycling, comprehensive and successful recycling program and using certified third-party recyclers to handle all of our collected product.