

Cancellation by Email Instructions

How do I cancel a service, cancel my account, or cancel recurring billing by email?

You can cancel your account or a specific service (for example, your Lively Protection Plan) by following the directions below.

1. Create a new email.

In the email subject line enter: Cancellation Request

2. Provide the below information in the body of the email. Note: bracketed fields are required.

My name is: [First & Last Name]

My Account Number is: [Account Number]

My Pin is: [Pin]

My Phone Number is: [Phone Number] **OR** My Device ID is: [Device ID found on back of device]

Detail of request (Examples below):

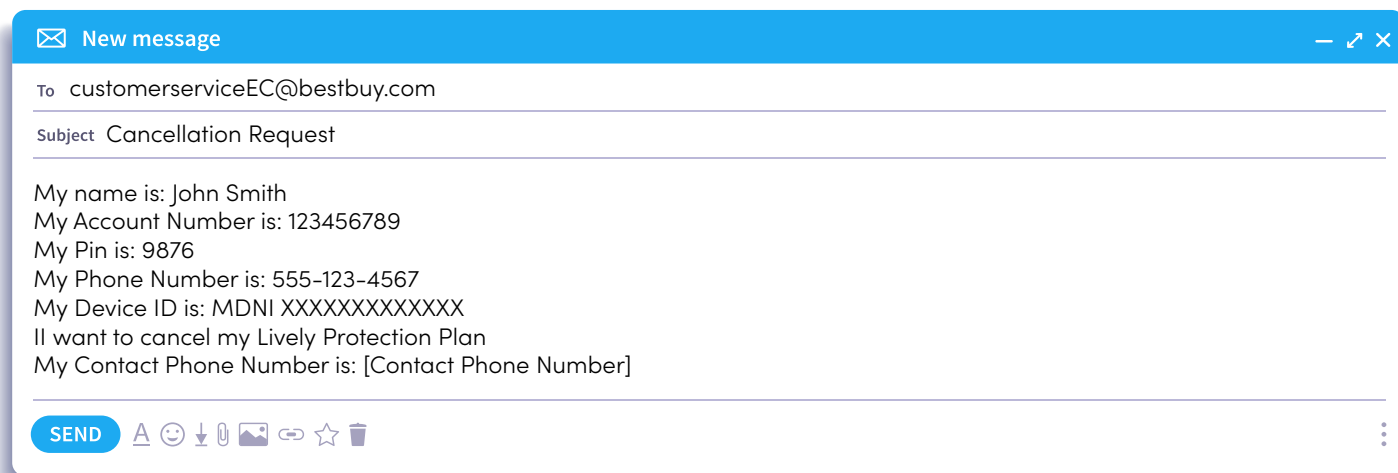
- I want to cancel my Lively Protection Plan
- I want to cancel my line of service
- I want to cancel my account
- I want to cancel my recurring billing*

My Contact Phone Number is: [Contact Phone Number]

3. Send your email to:

customerserviceEC@bestbuy.com

Sample Email:



Note:

We will be able to process your cancellation request within 3 business days of getting the email if all the requested information is fully and accurately provided to **customerserviceEC@bestbuy.com**. If any information provided is inaccurate or incomplete, we will contact you to complete your cancellation, which may require additional time to process.

*For some products and services, cancelling recurring billing, will result in the cancellation of your account.

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