

Best Buy Returns

For returns on transactions of Best Buy inventory (In-Stock Integrated System Order or Best Buy CoreBlue Order):

- For orders that were transacted through the integrated systems of SaraPlus and Best Buy POS (in-stock inventory), the return of the activation should be processed by Best Buy employees in CoreBlue (which cancels the activation) followed by returning the inventory in POS. Ensure the returned device line is disconnected from AT&T for the customer at point of return.
 - For AT&T Support on a return of this type, contact **AT&T at (866) 238-2219.**
 - If the customer (1) has their payment declined after SaraPlus activation is successful, or (2) decides to not complete the transaction after SaraPlus activation is successful, assist the customer in cancelling the established plan and line by contacting AT&T support at (866) 238-2219.
- For orders that were transacted by a Best Buy employee in CoreBlue, refer to the Mobile Connected Devices SOP on returns/exchanges.
 - For AT&T support on a return of this type, contact **AT&T at (833) 835-4826.**

For returns on carrier inventory (SaraPlus Direct Fulfillment):

- If an AT&T representative is not in store or available to assist, assist the customer and call AT&T direct assistance, via the **AT&T VIP Support Line at (833) 835-4826.**