

November 18, 2018

Consumer Affair Department

Best Buy Canada Ltd. Canadian Headquarters

8800 Glenlyon Parkway

Burnaby, B.C., V5J 5K3

Dear Lee Johnson,

Your corporation is known for its excellent price matching policy on electronic products. It has been the number one reason why my family and friends always choose to go to your store for any electronic purchase however a recent experience has left us speechless.

During the labor day long weekend, we received a flyer from Canadian Tires advertising an instant pot at 89.99 dollars. We immediately drove to a nearby BestBuy store in Barnaby hoping that an associate would price match with the advertisement from Canadian Tire.

Upon arrival to the Barnaby store, the associate insists that the advertised Instant Pot model from Canadian Tire is different from the displayed model in store at the Barnaby location. However, after close inspection, we noticed the model number is identical across the two products.

The promotion on the Instant pot model is no longer available today therefore we can no longer have price match on the product we want. We hope that BestBuy will still follow its policy to honor what should be price matched at the first place.

Up to until the recent event, our experience has been fantastic. We appreciate your business and hope that BestBuy will price match on the Instant-Pot model we intended to purchase.

Thanks in advance for reading this.

Best,

Kyo Tang

University Undergraduate Student