

Mr. Martinez,

Let me start by saying I apologize that the issue was not identified immediately. Upon reviewing the photos taken of your device the issue that has been identified is physical impact damage that is not covered by your Best Buy protection plan. I have included the photos of the device from both visits where you can clearly see the impact damage. At this time we will not be able to move forward with a repair or replacement as called out by the terms and conditions I have also included with this communication.

