

Gadget Insurance

Insurance Product Information Document

Company: Policy Excess Insure Limited

Product: Gadget Insurance

Policy Excess Insure Ltd trading as PEX Insure (Financial Services Register No 776575) is an Appointed Representative of Premier Insurance Consultants Ltd (Financial Services Register No. 307128). Policy Excess Insure Ltd is a company registered in England and Wales with company number 10706852, and registered address 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this Insurance?

This policy covers the cost of replacing or repairing gadgets as a result of Theft, Accidental Damage, or Liquid Damage. This is not a replacement as new policy. Your gadget will be repaired, if possible, and replaced with a like for like refurbished model.



What is insured?

- ✓ The cost of repairing or replacing Your Gadget in the event of Accidental Damage up to the maximum value stated on Your schedule of insurance.
- ✓ The cost of replacing Your Gadget if Your Gadget is stolen and you are a victim of Theft
- ✓ The cost of repairing Your Gadget in the event of an electrical or mechanical breakdown that occurs outside of the manufacturers guarantee period.
- ✓ Worldwide cover for up to 90 days in any 12-month period of cover, subject to any repairs being carried out by Our approved repairers in the UK.
- ✓ The Repair or Replacement of your Gadget's glass screen if it is accidentally damaged.
- ✓ Any charge for airtime calls made by unknown persons you must pay to your network provider following the Theft of your device.

Additional cover available at an added cost.

Gold Cover Only

- ✓ The cost of replacing Your Gadget in the event of Loss but only if this cover is selected and paid for at the time of purchase and is shown on Your Schedule of Insurance.



What is not insured?

- ✗ The Policy Excess as stated on Your Schedule of Insurance for each and every claim.
- ✗ Loss, Theft or Damage to any accessories of any kind.
- ✗ Any loss or damage to information, data or software contained in or stored on the Gadget
- ✗ Any claim made under this policy within the first 14 days immediately following the start date of cover

Theft or accidental loss from

- ✗ From any motorbike or motor vehicle where You or someone acting on Your behalf is not on or in the vehicle; or
- ✗ From any building, land or premises, unless force, resulting in damage to the building or premises, was used to gain entry or exit, evidence of which must be provided with Your claim; or
- ✗ where Your Gadget was in the possession of someone other than You or Your immediate family at the time of the event; or
- ✗ Where the Gadget has been left Unattended when it is away from Your Home; or
- ✗ Where the Gadget was in the possession of someone other than You at the time of the event
- ✗ Where the circumstances of the Accidental Loss cannot be clearly identified, i.e. where you are unable to confirm the time and place you last had Your Gadget, or any claims for Accidental Loss of Your Gadget in Your home.

Accidental Damage or Breakdown

- ✗ You deliberately damaging or neglecting the Gadget
- ✗ You not following the manufacturer's instructions
- ✗ Routine servicing, inspection, maintenance or cleaning
- ✗ Loss or damage caused by a manufacturer's defect or recall of the Gadget
- ✗ Repairs carried out by persons not authorised by us.

Fraudulent Usage Cover

- ✗ Any Fraudulent Usage unless it results from a Theft of Your Gadget that is covered by this insurance.
- ✗ Where the theft of Your Gadget has not been reported to Your airline and blocked within 24 hours of You becoming aware of the Theft occurring.
- ✗ Where the charges relate to a period longer than 24 hours.
- ✗ Charges where Your network provider fails to properly block Your service following a reported Theft.

Repair or other costs for

- ✗ Routine servicing, inspection, maintenance or cleaning
- ✗ A manufacturer's defect or recall of the Gadget
- ✗ Repairs carried out by persons not authorised by Us
- ✗ Wear and tear to the Gadget, depreciation, gradual deterioration of performance or damage caused by atmospheric or climatic conditions
- ✗ Cosmetic damage of any kind - including scratches, chips or dents
- ✗ Any damage, breakdown or loss of use caused by a Virus
- ✗ Any Gadget which has had its serial number tampered with in any way.



Are there any restrictions on cover?

- ! Your gadget is in full working order and not already damaged at the Start Date of this Policy
- ! Your gadget is no more than 12 months old at the Start Date of this Policy and You have proof of purchase
- ! Your gadget was purchased as new in the UK directly from a manufacturer, network provider or retail store (high street or online) OR purchased as refurbished in the UK direct from the manufacturer or network provider
- ! Your gadget was not purchased from an online auction.
- ! You are a permanent UK resident and over 18 years of age
- ! Any claim if you have not provided us with photographic evidence that your Gadget is in a good and operational state.



Where am I covered?

This policy provides cover in the UK and up to 90days worldwide cover



What are my obligations?

- It is important you check that this policy meets your needs and you make sure the information you have given us is correct.
- You must tell us if this information is wrong, or if it changes. You have responsibility to take reasonable care not to make a misrepresentation. Should you be careless in answering the questions required to obtain a quotation and subsequently take out cover, or deliberately make a misrepresentation then it may be that this affects our decision to pay a claim.
- For cover to be in place you must pay the agreed premium and any excess as shown on your schedule.
- You must send us proof of purchase, ownership and condition of the gadget within 7 days of your cover starting.



When and how do I pay?

You can pay your premium as a one off payment annually or in monthly instalments. Payment can be made by direct debit or debit/credit card



When does the cover start and end?

Cover lasts for one year and the dates of cover are specified on your policy schedule.



How do I cancel the contract?

If you choose to cancel your insurance, simply notify cancel@pexinsure.com.