

Devicecover – Pre-loved Gadget Insurance

Insurance Product Information Document

Company: Bastion Insurance Services Limited Product: Mobile and Gadget Insurance

Bastion Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority in the UK under registration number 650727.

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of Insurance?

This cover meets the demands and needs of those who wish to insure their gadgets against theft, accidental damage, and breakdown. This is not a replacement as new policy. Your gadget will be repaired, if possible, and replaced with a like for like refurbished model or Go Mobile vouchers at our discretion.



What is insured?

- ✓ Theft,
- ✓ Accidental damage,
- ✓ £150 Accessory Cover
- ✓ Unlimited worldwide cover
- ✓ Electrical Breakdown Cover
- ✓ Liquid Damage
- ✓ Business / family cover



What is not insured?

- ✗ Loss of data or software.
- ✗ **Accidental damage** caused by: - you deliberately damaging, intentionally leaving, or neglecting the gadget. Or costs relating to servicing, inspection, maintenance or cleaning; or - any cosmetic damage.
- ✗ **Theft** - Theft from any motor vehicle where you or someone acting on your behalf is not in the vehicle, unless the gadget has been concealed in a locked boot, closed internal compartment.
 - Theft from any building or premises (including your home or workplace) unless the theft involves force in gaining entry to or exit from the building or premises, resulting in damage to the building or premises.
 - Theft when away from your home, or when in your home with invited guests / tradesmen or other people; unless the gadget is concealed on or about your person when not in use, or it is stored in a locked room or secured receptacle (such as a locked safe, locked locker or closed desk drawer;
 - Theft where your gadget was in the possession of a third party (other than a member of your immediate family) at the time of the event giving rise to a claim under this insurance; or
 - Theft where the gadget has been left unattended when it is away from your home
- ✗ **Accidental Loss.**
- ✗ **Breakdown Cover** – We will not cover any breakdown for laptops. Repair or other costs for: - routine servicing, inspection, maintenance or cleaning; - wear and tear or gradual deterioration of performance;



Are there any restrictions on cover?

- ! This policy does not insure gadgets purchased outside UK
- ! The insured gadget should be working and in good condition when the policy is taken out- Gadgets must be less than 48 months old
- ! You, must be able to provide evidence of ownership in the event of a claim.



Where am I covered?

Cover applies throughout the territorial limits of the policy and is also automatically extended to include use of the gadgets anywhere in the world for any trip. No cover is provided for claims where you are travelling to a country where the Foreign and Commonwealth Office (FCO) have advised against all but essential travel. You can check the FCO travel advice at www.fco.gov.uk.



What are my obligations?

- An excess is payable for each successful claim. Details on the amount are on our website <https://devicecover.co.uk/preloved-policy-terms-conditions>
- To report lost or stolen gadgets to the Police and where applicable your network provider as soon as possible
- Tell us about your claim as soon as possible
- You may need to send us proof of purchase/ownership of the gadget before we will settle your claim
- You must make a reasonable attempt to report a lost or stolen gadget missing to the place it was lost/stolen from
- You need to be able to provide your gadget to support a claim for damage or breakdown.
- Gadgets need to be in your possession and in good working order prior to the start date of the insurance



When and how do I pay?

You can pay your premium as a one-off payment, annually or you can set up a monthly policy and pay monthly by direct debit. Annual payment can be made by debit/credit card.



When does the cover start and end?

Your cover will start as soon as you purchase your policy. If you pay annually, your cover will end on the annual anniversary, unless renewed. If you pay monthly then your policy will renew each month unless you advise otherwise, up to a maximum of 5 years. Please refer to your Schedule of Insurance for your



How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14 day cooling off period, please contact the organisation from whom you bought your policy.