

# 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, or replaced with a like for like refurbished model or Go Mobile / Mazuma Mobile vouchers at our discretion.



### What is insured?

- ✓ **Theft** - the unauthorised dishonest appropriation of the gadget specified on your Schedule of Insurance, by another person with the intention of permanently depriving you of its use. Theft claims must be accompanied by a valid police crime reference report.
- ✓ **Accidental Damage** - any damage, including damage caused by fire and/or liquid damage, caused to your gadget which was not deliberately caused by you or any other person. We will arrange a repair and if your gadget cannot be economically repaired, it will be replaced.
- ✓ **Breakdown** - If your gadget suffers electrical breakdown which occurs outside of the manufacturers guarantee period, we will repair it. This cover is not available on laptops.
- ✓ **Accessories** – items such as but not limited to, chargers, protective cases, headphones and hands-free devices, below the value of £150, that are used in conjunction with your insured gadget but excludes SIM cards and wearables. Evidence of ownership for accessories will need to be provided at point of claim.
- ✓ **Unlimited worldwide cover**- this policy is extended to include use of gadgets anywhere in the world for any trip
- ✓ **Liquid Damage** - If your gadget is damaged as a result of accidentally encountering any liquid, we will repair it. If it cannot be repaired, we will replace it.
- ✓ Business / Immediate family cover



### What is not insured?

- ✗ Loss of data or software.
- ✗ You deliberately damaging, intentionally leaving or neglecting the gadget, servicing, inspection, maintenance or cleaning; or any cosmetic damage.
- ✗ Theft where the gadget has been left unattended when it is away from your home and no evidence of forced entry is provided.
- ✗ The loss of any gadget(s).
- ✗ 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; if the serial number has been tampered with in any way or; repairs carried out by persons not authorised by us.



### Are there any restrictions on cover?

- ! The insured gadget should be in good and working condition when the policy is purchased.
- ! You must be able to provide evidence of ownership in the event of a claim or a gift receipt.
- ! The gadget(s) must not be more than 12 months old, must be purchased in the UK as new, or purchased by you as refurbished or pre-loved from Go Mobile or Mazuma Mobile, or gifted to you as long as you are able to provide a gift receipt
- ! Excess fee must be paid before settling any claim.



## Where am I covered?

Cover applies throughout the United Kingdom 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](http://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 theft of any 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.