

# Gadget Insurance

## Insurance Product Information Document

### Company: Great Lakes Insurance UK Limited

Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 1 Fen Court, London, United Kingdom, EC3M 5BN.

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### Product: Swipe Insurance Platinum Policy

This document is a summary of the key information for this product. You can find full terms and conditions in the policy booklet. You will also have a policy schedule showing the specifics of the cover you have chosen. Please take some time to read these documents. It is important that you tell us as soon as possible if any of the information is incorrect.

## What is this type of insurance?

Gadget Insurance. A policy that offers protection for - Mobile Phones and their Accessories (as defined).



### What is insured?

- ✓ **Accidental Damage** - The sudden unforeseen accidental damage to your gadget.
- ✓ **Loss** - if you accidentally leave it somewhere and you have no way of getting it back.
- ✓ **Theft** - The taking of the gadget by pickpocket or using force or the threat of violence.
- ✓ **Liquid Damage** - Unforeseen liquid ingress resulting in damage to your gadget.
- ✓ **Breakdown** - The breaking or burning out of any part while you are using the gadget. The cause must be a defect in the gadget that makes it stop working and means that it needs a repair.
- ✓ **Cracked Screen** - Damage to the screen, or rear glass, on your gadget that affects normal use or is a safety issue.
- ✓ **Accessory Cover** - we will replace any accessories damaged, stolen or lost at the same time as your gadget. We will pay up to the original purchase price or £150 including VAT, whichever the lesser.
- ✓ **Malicious Damage** - A third party damaging your gadget on purpose.
- ✓ **Unauthorised Usage** - A third party uses your gadget to make calls, send texts or use data without your permission.



### What is not insured?

- ✗ Malicious damage caused by insured or a member of their immediate family.
- ✗ Any gadget which you do not register with us, and therefore does not appear on your Schedule of Insurance.
- ✗ Gadgets over 4 months of age at initial policy inception date.
- ✗ Any gadget where you are unable to provide proof of purchase, and a signed letter from the original owner if you purchased your gadget second hand or the gadget was gifted to you.
- ✗ Any gadget that is not in good condition and full working order at the initial purchase date of the policy.
- ✗ Any theft or loss where the manufacturer security, such as Apples Find My, is not switched on at the time of the incident and throughout the claims process.
- ✗ Any damage whilst the gadget is in possession of a third party and is not malicious damage.
- ✗ Any cosmetic damage to the gadget or accessories that has no effect on the functionality of the gadget or accessories, to include marring, scratching and denting.



### Are there any restrictions on cover?

- ! Cover is for you and your spouse, partner, parents, children, brothers or sisters who permanently reside with you at the address registered with us. Students would need to reside with you outside term time and must be registered on a full-time course at a university or other place of high education within the United Kingdom.
- ! You cannot claim for any amount greater than the replacement value of the gadget insured.
- ! Your policy is not valid if purchased outside of the United Kingdom.
- ! Any voided manufacturer's warranty will not automatically be reinstated. All repairs are provided with a 3-month warranty and replacements with a 12-month warranty.
- ! You must pay an excess for each valid claim, for each gadget for each incident. The excess you will have to pay is reduced every 30 days your gadget is on cover until it reaches the standard excess amount. Your excess will still reduce even if you claim.



## Where am I covered?

- ✓ The United Kingdom
- ✓ Worldwide Cover the number of trips you can make is unlimited. The maximum length of each trip you will be insured for is 45 days. Worldwide excludes countries where the UK government has advised against all travel or all but essential travel. For further details, visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)



## What are my obligations?

- ◆ Enter all pre-sale information as accurately as possible.
- ◆ Provide the purchase price of your gadget(s) accurately.
- ◆ Read your policy carefully to ensure you have the cover appropriate to your needs.
- ◆ Inform us as soon as possible if there are any changes to the devices on cover or if it is likely you will need to make a claim.
- ◆ You should take reasonable care to protect your gadgets against accident, theft or loss.
- ◆ Your policy has an excess payable in the event of a claim, ensure you are aware of the amount.
- ◆ In the event of a claim you will need to provide the following:
  - **Proof of Purchase** - Must show the gadget IMEI or serial number, where possible, and the tax registration number for the company the gadget was bought from. We do not accept delivery notes as proof of purchase.
  - **Proof of Usage** - Evidence that shows the gadget has been in use since the policy started. Where the gadget is a mobile phone this evidence can be obtained from your Network provider. For other gadgets, such as laptops, in the event of an accidental damage claim this may be determined through inspection by our repairer.
  - **Photographic ID** - To assist with the combating of insurance fraud.
  - **Proof of Address** - To assist with the combating of insurance fraud.
  - **Proof of Travel** - If the event occurred outside of the UK.
  - **Police Report** - If someone else damaged the gadget. For theft and loss claims you will need to tell the Police within 24 hours and get a Police reference report. We will not accept a lost property report in support of a theft claim.



## When and how do I pay?

You can choose to pay your insurance premium annually using either Direct Debit or VISA/MasterCard or monthly by Direct Debit.



## When does the cover start and end?

Cover starts immediately on the day you buy the policy.

**Monthly Policies:** Your policy will continue from one month to the next, provided you pay the premium. We will write to you each year to remind you to check if the policy is still right for you. The policy will end if you or we cancel it. We will cancel the policy when you have had it for seven years.

**Annual Policies:** Your policy will last for one year and will automatically renew each year, unless you tell us not to renew it. The policy will end if you or we cancel it. We will cancel the policy when you have had it for seven years.



## How do I cancel the contract?

You can cancel the policy at any time. Contact Swipe Insurance by email at [gadget.sales@swipeinsurance.co.uk](mailto:gadget.sales@swipeinsurance.co.uk) or call 0330 041 2873.

If you cancel during the Cooling-off Period

You will receive a full refund of any premium paid, as long as you haven't made, and don't intend to make, a claim.

The cooling-off period lasts for 14 days from:

- ◆ the policy start date or
- ◆ when you receive the policy documents,

whichever comes later.

If you cancel after the Cooling-off Period

Monthly Policies: Your policy will continue until the end of the period which you have already paid for. You will not get a refund as the premium you have paid is for the cover you have already received.

Annual Policies: Your policy will end when Swipe Insurance receives your notice of cancellation. If you have not made a claim, you will get a refund of the premium for the period after the policy ends. If a claim has been made during the period of cover, you will not get a refund of premium.