

# Gadget Insurance

## Insurance Product Information Document

Company: Policy Excess Insure Ltd

Product: Gadget Insurance

Policy Excess Insure Ltd trading as Nova Direct (Financial Services Register No 836031). Policy Excess Insure Ltd is a company registered in England and Wales with company number 10706852, and registered address 3 Redwing Court, Romford, Essex, RM3 8QQ.

This document provides a summary of the key information relating to this Gadget Insurance Policy. It should be read together with the Document of Insurance, Policy Schedule and Certificate of Insurance. Please refer to the Document of Insurance for how to claim, how to make a complaint, details of any fees or charges that we may apply and details of the Financial Services Compensation Scheme (FSCS).

## What is this type of insurance?

This Policy Cover is designed to provide cover for accidental damage, loss or theft of your gadget.



### What is insured?

- ✓ Accidental damage, Breakdown, and Loss/Theft of your Gadget.
- ✓ Gadgets include mobile phones, smart watches, tablets and laptop computers.
- ✓ Damage to your gadget's screen and/or glass.



### What is not insured?

- ✗ Theft or accidental loss where your Gadget is not in your possession.
- ✗ Accident loss for your Laptop.
- ✗ Accident damage caused by deliberate or neglectful treatment of the gadget.
- ✗ Failure to follow manufacturers instructions.
- ✗ Wear and tear of your gadget.
- ✗ Sim cards and/ or accessories.
- ✗ Claims made within the first 14 days, unless you have purchased a Platinum Policy from which the 14 days is exempt.
- ✗ Claims made on Gadgets not authorised or notified to us.



### Are there any restrictions on cover?

- ! You must reside within the United Kingdom and have purchased your gadget as new or refurbished directly from the manufacturer.
- ! Limited to 1 claim per unique fault, per Gadget, per policy period.
- ! If your gadget cannot be repaired, a replacement item or the replacement economical value may be provided.
- ! Within 7 days of your policy starting you must provide us with photographic evidence that your gadget is in a good and operational state.
- ! You must keep your mobile phone in your possession, control and/ or proximity at all times.



## Where am I covered?

- ✓ England, Scotland and Wales.



## What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you.
- Premiums must be paid on time.
- In the event of a claim, a liability stance must be provided to PEX Insure.
- In the event of a claim, you may be required to provide us with supporting documentary evidence of your claim.



## When and how do I pay?

The premium for this annual policy must be paid in one single amount to your broker. Payment can be made by bank transfer, direct debit or debit/ credit card.



## When does the cover start and end?

- The policy is for a period of one year and cover begins and ends as detailed within your Policy Schedule and Certificate.
- The policy is renewable each year.



## How do I cancel the contract?

When you receive your policy, you have 14 days in which to consider the cover provided. If the cover does not meet your needs, you have the right to cancel the Policy.

Call your broker who provided you with your insurance policy. If you cancel:

- Within 14 days of receiving your documents we will refund your premium unless we have made a payment under the policy where upon no refund will be given.
- After 14 days we will not refund your premium if you chose to cancel your policy.
- There is a charge totaling £9.98, combined, to cancel your insurance policy. This is an administration charge and is not a cancellation fee. The charge is payable regardless of time on cover.