

# Home Appliance Insurance

## Insurance Product Information Document

Company: Policy Excess Insure Ltd

Product: Home Appliance 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 White Goods 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 or breakdown of your equipment.



### What is insured?

- ✓ We will adjust repair or replace equipment which suffers accidental damage or breakdown during your policy period.



### What is not insured?

- ✗ Equipment recalled by the manufacturer.
- ✗ Faults due to modification of the item, mistreatment or the item or failure to follow the correct instructions.
- ✗ Claims where the item is used for non-domestic purposes.
- ✗ Claims caused by electricity, gas or water.
- ✗ Damage caused by an unauthorised engineer.
- ✗ Equipment over 10 years old.
- ✗ Maintenance, wear & tear or cosmetic damage.



### Are there any restrictions on cover?

- ! This policy will not apply if you are already covered underneath another form of insurance policy.
- ! You may make unlimited claims up to the value of your indemnity limit but may only make 1 claim per item of equipment.
- ! You must provide the requested evidence of your item within the first 7 days of your policy starting.
- ! A £150 excess will apply for any claims made within the first 45 days of the policy starting. This excess will reduce to £75 between 46 and 100 days. After day 100, the excess will reduce to £50.
- ! Claims to items over 6 years old, but less than 10 years old will attract an additional £25 excess.



## 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 white goods 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.