

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 Business Centre, Ashton Road, Romford, Essex, RM3 8QQ

This document provides a summary of the key information relating to this Home Appliance 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 appliance(s) or equipment(s).



What is insured?

- ✓ **Accidental Damage** : We will cover the the costs of repairing your appliances or equipment. If a repair is not possible we will provide a replacement item of equivalent age and value.
- ✓ **Breakdown** : We will cover the the costs of repairing your appliances or equipment. If a repair is not possible we will provide a replacement item of equivalent age and value.



What is not insured?

- ✗ Claims made within the first 7 days, unless you are renewing cover.
- ✗ Claims where the appliance or equipment is used for non-domestic purposes or situated in a non-domestic property.
- ✗ Appliances or equipment not registered with Us.
- ✗ Appliances or equipment over 10 years old.
- ✗ Maintenance, wear, tear and cosmetic damage.
- ✗ Claims where the manufacturers usage and maintenance guidelines have not be adhered to.



Are there any restrictions on cover?

- ! You must reside within the United Kingdom and have purchased your appliance(s) or equipment(s) as new or have proof of ownership.
- ! If your appliance(s) or equipment(s) cannot be repaired, a replacement item or the replacement economical value may be provided.
- ! Within 7 days of your Policy Start Date you must provide us with photographic evidence that your appliance(s) or equipment(s) is in a good, operational state, in your possession and free from damage



Where am I covered?

- ✓ Your appliance(s) or equipment(s) must be situated within the United Kingdom; England, Scotland, Wales or Northern Ireland.



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. There is no charge to opt out of auto renewal.