

# 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 Market House, 25 Market Square, Leighton Buzzard, Bedfordshire, LU7 1EU

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?

#### Basic Cover

- ✓ **Accidental Damage**  
We will cover the costs of repairing **Your Gadget**. If **Your Gadget** cannot be repaired or it is beyond economical repair, We will replace it.
- ✓ **Mechanical Breakdown**  
We will cover the repair costs of **Your Gadget** if it is damaged as a direct result of electrical or mechanical breakdown occurring outside of the manufacturer's guarantee period.
- ✓ **Family Cover**  
All cover benefits are extended to **Family** members.
- ✓ **Worldwide Cover**  
Up to 90 days in any **Period Of Cover**

#### Bronze Cover

All the benefits under Basic Cover plus

- ✓ **Accessories**  
Up to £150 of cover for any **Accessories** following the **Theft** of **Your Gadget**.
- ✓ **Theft**  
Where **Your Gadget** is stolen, We will provide a replacement item of equivalent age and value.
- ✓ **Unauthorised Use**  
In the event of the **Accidental Loss** or **Theft** of **Your Gadget** we will cover up to £1,000 of unauthorised use.
- ✓ **e-Wallet Cover**  
In the event of the **Theft** of **Your Gadget** we will cover up to £1,000 of authorised e-Wallet transactions

#### Silver, Gold & Platinum Cover

All the benefits under Basic & Bronze Cover plus

- ✓ **Accidental Loss**  
If **Your Gadget** is **Accidentally Lost** We will replace it with a replacement item of equivalent age and value.



### What is not insured?

- ✗ **Accidental Loss** or **Theft** where **Your Gadget** is not in your possession or left **Unattended**.
- ✗ **Accident Loss** to any laptop, unless you have Gold cover.
- ✗ **Accidental Damage** caused by deliberate or neglectful treatment of the **Gadget**.
- ✗ Failure to follow manufacturers instructions.
- ✗ **Claims** made within the first 14 days of the **Start Date**, if you have Silver cover.
- ✗ Claims made on **Gadgets** not authorised or noted on **Your Policy**.
- ✗ Any claim submitted by **You** where the make, model, and/or IMEI/serial number of **Your Gadget** differs from those noted on the **Policy**, given at purchase or during validation.
- ✗ **Cosmetic Damage** which is non-structural, for example scratches, dents and marks, which does not affect the usage of the **Gadget**. Including wear and tear of **Your Gadget**.



### Are there any restrictions on cover?

- ! **You** must reside within the **United Kingdom** and have purchased or gifted **Your Gadget** as new, refurbished directly from the manufacturer or a VAT registered UK business with a verifiable 12 month warranty.
- ! Limited to 1 claim per unique fault, per **Gadget**, per **Period Of Cover** up to the **Indemnity Limit**. Increased to 2 on Gold cover.
- ! If **Your Gadget** cannot be repaired, a replacement item or the replacement economical value may be provided.
- ! Within 7 days of the **Policy Start Date** **You** must provide **Us** with photographic evidence that **Your Gadget** is in a good, operational state, in your possession and free from damage.
- ! **You** must keep **Your Gadget** in your possession, control and/ or proximity at all times.
- ! **Accidental Loss** and **Theft** is covered whilst the **Gadget** was in a locked and enclosed vehicle. Commercial vehicles are excluded. Non-enclosed vehicle, such as a scooter or motorcycle are excluded.



## Where am I covered?

- ✓ **Your Gadget(s)** must be situated within the **United Kingdom**; England, Scotland, Wales or Northern Ireland.
- ✓ Cover is extended to include use of the **Gadget(s)** anywhere in the world up to a maximum of 90 days in any 12 month period



## 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.
- To complete the validation process within 7 days of purchase.
- In the event of a claim, **You** will be required to provide **Us** with supporting documentary evidence of **Your** claim.



## When and how do I pay?

The premium must be paid in one single amount to your broker. Payment can be made by direct debit or debit/ credit card.



## When does the cover start and end?

- The **Policy** is for a Period Of Cover detailed on **Your Policy** schedule.
- 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**. Please visit My Account ([nova-direct.com/login](https://nova-direct.com/login)) to request cancellation.

- Within 14 days of purchase **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 of £9.98 to cancel **Your Policy**. This is an administration charge and is not a cancellation fee. The charge is payable regardless of time on cover.