

# Gadget Insurance

insurance  
green and simple

[www.greeninsurancecompany.co.uk](http://www.greeninsurancecompany.co.uk)



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## About This Policy

### Your Demands and Needs

This policy meets the demands and needs of those who wish to insure against the cost of replacing hand-held gadgets that are stolen, lost, break down or are damaged accidentally.

This document contains the full terms and conditions of your insurance policy.

This insurance is arranged by Supercover Insurance Ltd with UK General Insurance Limited on behalf of:

Fortis Insurance Limited, Registered in England No. 354568. Registered Office: Fortis House, Tollgate, Eastleigh, Hampshire, SO53 3YA.

Supercover Insurance Ltd, UK General Insurance Limited and Fortis Insurance Limited are authorised and regulated by the Financial Services Authority.

This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

## Introduction

In return for the payment of your premium we will provide insurance for your electronic equipment during the period of cover, subject to the terms, conditions, and limitations shown below or as amended in writing by us.

This is an annual insurance which runs along with your motor insurance policy and if your motor insurance policy is cancelled / not renewed, all cover under this insurance will end. If you arranged your Gadget Insurance after the start date of your motor insurance policy, your Gadget Insurance cover starts from the date you bought it, and ends on the expiry date of your motor insurance policy.

Unless we have agreed differently with you, English law and the decisions of English courts will govern this insurance.

## Definitions

The words and phrases defined below have the same meaning wherever they appear highlighted in this policy document.

### Accidental loss

This means that the mobile phone or PDA has been accidentally left by you in a location and you are permanently deprived of its use.

### Electronic equipment

The portable items insured by this policy which are purchased as new by you. The items can be any of the following; mobile phone (including iPhone), PDA, satellite navigation unit, iPod, iPad, MP3 player, laptop, camera, portable DVD player, portable gaming consoles or LCD monitors.

### Period of cover

This insurance runs along with The Green Insurance Company motor insurance policy and if the motor insurance policy is cancelled / not renewed, all cover under this insurance will end.

### Reasonable precautions

All measures that it would be reasonable to expect a person to take in the circumstances to prevent accidental loss, damage or theft of your electronic equipment.

### Terrorism

Any act of any person or organization involving, causing or threatening harm or putting the public or any section of the public in fear if it is likely that the purpose is of a political, religious, ideological (of an intellectual or rational nature) or similar nature.

### Unattended

Not within your sight at all times and out of your arms-length

### We, us, our

UK General Insurance Limited, on behalf of Fortis Insurance Limited.

### You, your

The person who is named as the policyholder in The Green Insurance Company Certificate.

## What is Covered?

We will cover **your electronic equipment** up to a maximum value of £500 per claim, and up to a maximum of 2 claims within any twelve month period, for the following;

### 1. Accidental Damage

We will pay repair costs if **your electronic equipment** is damaged as the result of an accident. If **your** item cannot be repaired, **we** will replace it.

### 2. Theft

If **your electronic equipment** is stolen **we** will replace it. Where only part or parts of **your electronic equipment** have been stolen, **we** will only replace that part or parts.

### 3. Accidental Loss

If **you** lose **your** mobile phone or PDA **we** will replace it. No other **electronic equipment** is insured for **accidental loss**.

### 4. Breakdown

We will pay repair costs if **your electronic equipment** is damaged as a direct result of electrical or mechanical breakdown occurring outside of the manufacturers guarantee period. This cover is not available on computers / laptops.

### 5. Worldwide Cover

**Your electronic equipment** is covered for up to 60 days abroad within any 12 month period. Replacement or repair can only be dealt with once **you** are back in the UK.

## What is Not Covered?

### Theft/loss

**You** will not be covered for theft or **accidental loss**;

1. from any motor vehicle where **you** or someone acting on **your** behalf is not in the vehicle, unless the **electronic equipment** has been concealed in a closed boot, closed glove compartment or other closed internal compartment and all the vehicle's

windows and doors are closed and locked, and all security systems have been activated. Damage must be caused by the thief and evidence provided with **your** claim.

2. from any building, land or premises unless force, resulting in damage to the building or premises, was used to gain entry or exit, evidence of which must be provided with **your** claim.
3. from **your** control or the control of any member of **your** immediate family, except where it has been concealed either on or about the person and not left **unattended**, or the use of physical force or violence against the person has been used or threatened;
4. where the **electronic equipment** has been left **unattended** when it is away from **your** home;
5. where **reasonable precautions** have not been taken.

### Accidental damage/Breakdown

**You** will not be covered for loss or damage caused by;

1. **you** deliberately damaging or neglecting the **electronic equipment**;
2. **you** not following the manufacturer's instructions;
3. routine servicing, inspection, maintenance or cleaning;
4. a manufacturer's defect or recall of the **electronic equipment**;
5. repairs carried out by persons not authorised by **us**;

### General exclusions

Cover will not be provided for;

1. **Your** SIM card or the theft or **accidental loss** of a mobile phone if a SIM card registered to **you** was not in **your mobile phone** at the time of the incident.

- Any expense incurred as a result of not being able to use the **electronic equipment**, or any loss other than the repair or replacement costs of the **electronic equipment**.
- The first £25 of each theft or accidental damage claim or the first £50 of each **accidental loss** claim.
- Loss of or damage to accessories of any kind.
- Reconnection costs or subscription fees of any kind.
- The cost of any unauthorised calls following the theft, **accidental loss** or damage of a mobile phone or PDA.
- War Risk**  
**Terrorism**, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
- Nuclear Risk**  
Damage or destruction caused by, contributed to or arising from:
  - ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.
- Sonic Boom**  
Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- Loss of Data or Software**  
Any loss of or damage to information or data or software contained in or stored on the **electronic equipment** whether arising as a result of a claim paid by this insurance or otherwise.
- Any indirect loss or damage resulting from any event which caused a claim under this policy.
- Liability of whatsoever nature arising from ownership or use of the **electronic equipment**, including any illness or injury resulting from it.
- Value Added Tax (VAT) where **you** are registered with HM Revenue and Customs for VAT.

## How To Make a Claim

Telephone Supercover on **0844 847 4420**  
Monday to Friday 9am to 6pm.

If **your electronic equipment** is lost or stolen **you** need to do the following;

- Notify Supercover Insurance as soon as possible but in any event within 48 hours of any incident likely to give rise to a claim under this insurance;
- Report the theft or **accidental loss** of any **electronic equipment** to the Police within 24 hours of discovery and obtain a crime reference number in support of a theft claim or a lost property number in support of an **accidental loss** claim;
- Report the theft or **accidental loss** of any mobile phone or PDA, within 12 hours of discovery, to **your** Airtime Provider and blacklist **your** handset;  
Airtime Providers' numbers;

3 .....	07782 333 333
BT Mobile.....	08000 322 111
O2.....	08705 214 000
Orange.....	07973 100 150
T-Mobile.....	0845 412 5000
Virgin .....	08456 000 789
Vodafone .....	07836 191 191
- If **your electronic equipment** is damaged **you** must provide this item for inspection / repair

## Conditions

### Replacement

This policy is a replacement as new policy. If the **electronic equipment** cannot be replaced with identical **electronic equipment**, we will replace it with one of comparable or better specification or the equivalent value.

### Claims Conditions

1. You must inform the police within 24 hours of discovery of any incident relating to theft, **accidental loss** or malicious damage, and obtain an incident report number. If the item is a mobile phone/PDA, you must also report the incident to your **airtime provider**.
2. You must provide us with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss, including but not limited to household insurance. Where appropriate a rateable proportion of the claim may be recovered direct from these Insurers.
3. You must provide proof of purchase for your **electronic equipment** to support any claim, and any other receipts or documents that it is reasonable for us to request.
4. You must pay the policy excess of £25 for any damage or theft claims and £50 for any **accidental loss** claim before your claim will be processed.

### Warning:

We will process your claim under the terms and conditions of this insurance based on the first reason notified to us for the claim. If your claim is not covered and you then submit a claim having changed the reason, we will consider this as fraud. Details of all such cases will be passed to appropriate agencies for action.

### Proof of Purchase

The **electronic equipment** must be less than 36 months old with valid proof of purchase when the policy is started.

### Transfer of Policy

You cannot transfer the insurance to someone else without notifying us in writing and receiving confirmation from us.

## Cancellation

### Your right to change your mind

1. You may cancel the insurance, without giving a reason, by calling The Green Insurance Company on **0845 272 7603** within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. A full refund will be provided
2. If you wish to cancel your insurance outside the first 14 days you can write to The Green Insurance Company, 1 Masterton Way, Tannochside Business Park, Glasgow, G71 5PU or call them on **0845 272 7603**. The full premium is charged if cancelled after the 14 day cooling off period.
3. We/The Green Insurance Company may cancel the policy by giving you 7 days notice in writing.
4. The premium will be charged in full if the insured has made a claim during the period of insurance.

## Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should in the first instance contact Supercover's Customer Services Director at: 602 Cumberland House, 80 Scrubs Lane, London, NW10 6RF.

Tel: **0844 847 4420**

Fax: **0871 222 3228**

Email: [complaints@supercoverinsurance.com](mailto:complaints@supercoverinsurance.com)

Please ensure **your** policy number is quoted in all correspondence to assist a quick and efficient response.

In the event **you** remain dissatisfied and wish to make a complaint, **you** can do so by contacting the following: The Customer Relations Manager, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ.

Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If it is not possible to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,  
South Quay Plaza, 183 Marsh Wall, Docklands,  
London, E14 9SR.

Tel: 0845 080 1800

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

## Compensation Scheme

**Your** insurer is covered by the Financial Services Compensation Scheme (FSCS) which means that **you** may be entitled to compensation if they are unable to meet their obligation to **you**. Further information about this is available from the Financial Services Authority or the FSCS.

The contact information is:

The FSCS, 7th Floor, Lloyd's Chambers, Portoken Street, London, E1 8BN.

Tel: 0800 678 1100

E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

## Data Protection Act 1998

Supercover Insurance Ltd does not pass any personal data about **you** to any third parties. When **you** apply for insurance and/or make a claim, **you** will be required to disclose relevant personal data about yourself to Supercover or their agents, including data which is deemed "sensitive" under the Data Protection Act 1998. **Your** explicit consent to the processing of this data, which is required under the Data Protection Act 1998, will be requested at the time of purchase or when **you** make a claim. Please note that any information that **you** provide to Supercover may be shared with other insurers, for the purpose of preventing fraudulent claims. All information provided by yourself will be used by Supercover its agents and associated companies, other insurers, regulators, industry and public bodies (including the police) and agencies to process this insurance and any upgrade to this insurance, handle claims relating to this insurance and prevent fraud.

## Free 3GB backup storage service

With your Gadget Cover we are offering you the opportunity to get free 3GB of backup storage. For further information and to take advantage of this offer please enter you details via:

[www.supercoverinsurance.com/backup](http://www.supercoverinsurance.com/backup)

Your data will be secured and managed by Supercover Insurance.

The Green Insurance Company  
1 Masterton Way  
Tannochside Business Park  
Uddingston G71 5PU

Registered in Scotland  
Company number SC314868  
VAT number 380094850

Registered Office  
1 Masterton Way  
Tannochside Business Park  
Glasgow G71 5PU

The Green Insurance Company is an insurance intermediary, authorised and regulated by the Financial Services Authority. For your protection and ours, calls may be recorded.

[www.greeninsurancecompany.co.uk](http://www.greeninsurancecompany.co.uk)

