

# SquareTrade Warranty + Accident Protection and Theft for Kindle - Policy Summary

## Introduction

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Some important facts about this insurance are summarised below. The summary does not describe all the terms and conditions of this policy, so please take time to read the policy document to make sure you understand the cover it provides.

## Insurer and Administrator

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This insurance is administered by SquareTrade Limited, registered in England No. 7165194  
Registered Address: 20 Hanover Square, London, W1S 1JY

SquareTrade Limited is authorised and regulated by the Financial Services Authority under registered number 538538.

This insurance is underwritten 100% by AmTrust International Underwriters Limited. Registered in Ireland 169384, Registered Office: 40 Westland Row, Dublin 2, Ireland. AmTrust International Underwriters Limited is authorised and regulated by the Irish Financial Services Regulatory Authority and is licensed to operate in the United Kingdom by the Financial Services Authority, register number 203014.

## Features and Benefits

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You are covered against the repair or replacement cost of your insured item in the event of Mechanical or Electrical breakdown after the expiration of any manufacturer guarantee. You are also protected against Accidental Damage and theft during the Period of Cover.

Examples of accidents covered include drops, spills and liquid damage associated with the handling and use of the insured item. It does not provide protection against loss, reckless or abusive conduct, cosmetic damage, damage that does not affect unit functionality.

## How to Make a Claim

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In the event of a covered breakdown, contact us on 020 3356 6205, 7am to 9pm GMT, 365 days a year. We will attempt to troubleshoot the problem you are experiencing.

We may replace your insured item with a new or refurbished Kindle of the same or a newer model. We will send the new Kindle upon receiving credit card details for damaged items or a police crime number for stolen items. If we do not receive the original Kindle back from you within 30 days, you must pay for the replacement.



## What is not Covered (Please Read Terms & Conditions for Full List of Exclusions)

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### Your insured item is not covered for:

- Any cost for the replacement or reinstatement of any data, software, information or music stored on the insured item
- Breakdown or accidental damage caused by:
  - abuse, misuse, neglect of the insured item
  - the weather such as lightning, rain, flood and high winds
  - accessories or peripherals that were not an integral part of the original installation
  - software or programming
  - any form of electronic virus
- Any damage to your insured item which does not affect the operation, function or safety of the insured item
- Servicing, inspecting or cleaning of the insured product and failure to follow the manufacturer's instructions or installation guidelines
- Any costs covered under the manufacturer's warranty

### Theft Exclusions: We will not cover stolen items which are:

- Kept in an unlocked vehicle or visible in or on a locked vehicle
- Kept on any property or premises unless forced entry occurred
- Left in or on a commercially registered vehicle or train
- Not reported to relevant local police authority within 48 hours

Also note that this insurance must be purchased at the same time or within 30 days of the date of purchase of your Kindle

## Financial Services Compensation Scheme

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You may be entitled to compensation from either the Financial Services Compensation Scheme (FSCS) in the UK or from the Insurance Guarantee Scheme (IGS) in Ireland if the Insurer cannot meet its liabilities under this policy.

## How do I Make a Complaint?

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SquareTrade's goal is to provide you the best service possible at all times. If for any reason you are not satisfied with our service, contact SquareTrade and we will promptly review your case and respond to you. You can contact SquareTrade at: Customer Experience Manager, SquareTrade Limited, 20 Hanover Square, London, W1S 1JY