



PRODUCT COVER - SUMMARY OF COVER

The policy summary does not contain the full terms and conditions of the policy. These can be found in the policy document.

Product Cover insurance is underwritten by Allianz Insurance plc. (ACS1540)

What is covered by Product Cover Insurance?

It provides cover for:

- Negotiated cash settlement up to the original price paid for your insured item, if your insured product breaks down during the cover period.
- Negotiated cash settlement up to the original price paid for your insured item, if your insured product is accidentally damaged during the cover period.

How does Product Cover Insurance work?

- In return for payment of your premium the policy will last for the term selected by you or until one of the criteria has been met in the 'When cover ends' section of the policy.
- You have the right to cancel this insurance within 45 days of the date the insurance was purchased.
- Your policy schedule will show the length of cover you have chosen. This policy may exceed one year in duration, you may need to review and update this cover periodically to ensure it remains adequate.

What are the benefits provided by and significant exclusions and limitations of Product Cover Insurance

| Features and Benefits | Significant Exclusions or Limitations (cross references to the relevant sections of the policy are included) |
|---|--|
| <p>Breakdown</p> <p>If your insured item breaks down after expiry of the manufacturer's warranty we will supply you with a negotiated cash settlement up to the original price paid for the insured item.</p> <p>Accidental Damage</p> <p>If your insured item fails to operate as a result of an accident we will supply you with a negotiated cash settlement up to the original price paid for the insured item.</p> | <p>What is not covered</p> <p>Breakdown or accidental damage caused by:</p> <ul style="list-style-type: none"> • use other than domestic use by you or your resident family; • wear and tear or gradual deterioration of performance; • not following the manufacturer's instructions; • you deliberately damaging or neglecting the insured item; • incorrect or faulty installation; • the weather such as lightning, flood and high winds; • accessories or peripherals or products that were not an integral part of the original installation; • software or programming; • any form of electronic virus. <p>See Section 'What we will not pay'</p> <ul style="list-style-type: none"> • This insurance is limited to items bought and used within the territorial limits (England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man). • This insurance is only valid if purchased with an item from the Amazon.Co.UK website. • This insurance must have been purchased at the same time as the insured item or within 60 days of purchase. • This insurance only applies to items purchased as new. There is no cover for items described as 'used' or 'second-hand'. • This insurance will not cover any cost for breakdown or damage caused during delivery of the insured item. • The purchase of this cover is limited to customers who are |

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| | <p>18 years of age and over.</p> <p>See Section "Are there any other conditions or limitations?"</p> <p>Any settlement excludes any credit charges, interest charges or insurance costs.</p> <p>See Section 'What we will pay'</p> |
| | |

How do I make a claim under Product Cover Insurance?

Email a copy of your order summary to: SDAClaims@allianz.co.uk quoting your name and certificate number. Alternatively, post a copy to Claims Department, Allianz Schemes, Allianz House, 6 Vale Avenue, Tunbridge Wells, Kent TN1 1EH, quoting your name and certificate number.

Would I receive compensation if the insurers were unable to meet their liabilities?

You may be entitled to compensation from the Financial Services Compensation Scheme if the insurers cannot meet their liabilities.

How do I make a complaint?

If you have a complaint about this policy, please contact our Customer Satisfaction Manager at:

Allianz Schemes, Allianz House, 6 Vale Avenue, Tunbridge Wells, Kent, TN1 1EH, United Kingdom.
Alternatively phone: 01483 260758.

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service. Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

Full details of our complaints procedure may be found in the policy terms and conditions.