



EXTENDED WARRANTY INSURANCE 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.

Extended Warranty insurance cover is underwritten by Allianz Insurance plc.

**What is covered by Extended Warranty Insurance Cover?**

It provides cover for:

- Repair or a negotiated cash settlement, reflecting the replacement cost of the item, up to the price you paid for the insured item, if your insured item breaks down during the cover period.
- Repair or a negotiated cash settlement, reflecting the replacement cost of the item, up to the price you paid for the insured item, if your insured item is accidentally damaged during the cover period.

**How does Extended Warranty Insurance Cover 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 Extended Warranty Insurance Cover**

Features and Benefits	Significant Exclusions or Limitations (cross references to the relevant sections of the policy are included)
<p><b>Mechanical or Electrical Breakdown</b></p> <p>If your insured item breaks down after expiry of the manufacturer's guarantee we will pay the repair cost up to the original price you paid for it.</p> <p>If your item proves impossible or uneconomical to repair, we will provide a negotiated cash settlement up to the price you paid for the insured item</p> <p><b>Accidental Damage</b></p> <p>If your insured item fails to operate as a result of an accident we will pay the repair cost up to the original price you paid for it.</p> <p>If your item proves impossible or uneconomical to repair, we will provide a negotiated cash settlement up to the price you 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"> <li>• use other than domestic use by you or your resident family;</li> <li>• not following the manufacturer's instructions;</li> <li>• you deliberately damaging or neglecting the item;</li> <li>• incorrect or faulty installation;</li> <li>• wear and tear or gradual deterioration of performance;</li> <li>• the weather such as lightning, rain, frost, flood and high winds;</li> <li>• accessories or peripherals or products that were not an integral part of the original installation;</li> <li>• software or programming;</li> <li>• any form of electronic virus.</li> </ul> <p>Repair costs for:</p> <ul style="list-style-type: none"> <li>• Work which relates to a manufacturer's recall of the insured item.</li> <li>• Cosmetic damage.</li> <li>• Disposable/customer replaceable items such as batteries, styli, food baskets, light bulbs (including rear projection television bulbs) or disposal bags;</li> <li>• Repairs carried out by persons not authorised by us.</li> <li>• Call out charges where a fault cannot be found with the product.</li> <li>• Any cost arising from any problem with the supply of</li> </ul>

	<p>services such as electricity, gas or water;</p> <ul style="list-style-type: none"> <li>• Any cost arising from the change to digital broadcasting from analogue, including the withdrawal of analogue transmissions of any type;</li> <li>• Repairs to LCD/Plasma televisions due to or arising from: <ul style="list-style-type: none"> <li>a) Unusual physical or electrical stress, burned screen or software interface problems;</li> <li>b) Faulty installation;</li> <li>c) Pixel failure where the location or number does not exceed the manufacturer's acceptable limit;</li> <li>d) Any damage caused during delivery or installation.</li> </ul> </li> </ul> <p>See Section 'What we will not pay'</p> <p>We will not pay any costs for breakdown or accidental damage as a result of delivering the insured item</p> <p>See Section 'What we will not pay'</p> <p>This insurance is limited to products bought and used within the territorial limits (England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man).</p> <p>This insurance is only valid if purchased with an item from the Amazon.Co.UK website.</p> <p>This insurance must have been purchased at the same time as the insured item or within 60 days of purchase.</p> <p>This insurance only applies to items purchased as new. There is no cover for items described as 'used' or 'second-hand'.</p> <p>This insurance will not cover any cost for breakdown or damage caused during delivery of the insured item.</p> <p>The purchase of this cover is limited to customers who are 18 years of age and over.</p> <p>See Section "Are there any other conditions or limitations?"</p>

**How do I make a claim under Extended Warranty Insurance Cover?**

You can notify a claim by calling 0844 391 1073. You will be required to supply your policy 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: 01892 703416.

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.