

Samsung Care+

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Terms & Conditions



uk.careplus.co

contact.uk@careplus.co

+44 (0) 204 623 8217

Open 24/7, closed public holidays
Standard call charges apply

Samsung Care+

This policy wording shows what is and is not covered and the terms and conditions of cover. We will provide the cover set out in this policy as long as you pay the premium.

When you buy this insurance policy you will receive a welcome email which includes your certificate of insurance, these terms and the insurance product information document (IPID). Your certificate of insurance contains the details which are specific to your cover, for example your personal details, premium, excess, and when your policy starts and ends.

The certificate of insurance and this policy wording make up your contract with the insurer. Please read them carefully to see how this policy works, check the information is correct and ensure the policy is right for you. If you do not keep to the terms and conditions, we may not be able to pay any claim that you make. If you need to make any changes or have any questions, please contact us.

This document and all our literature is available in large print and audio, and Braille on request.

References to:

'Device' means your Galaxy Smartphone, Watch, Tab, Chromebook, Book, or Buds.

'Manufacturer warranty' means the standard manufacturer warranty on your Device. Please check your Device warranty information and duration at samsung.com/uk/support/warranty.

'We/us/our' relate to Bolttech Insurance Services (UK) Limited, bolttech Device Protection (Ireland) Limited as administrators and AmTrust Specialty Limited as the insurer of the policy.

Policy sales are administered by Bolttech Insurance Services (UK) Limited, claims are administered by bolttech Device Protection (Ireland) Limited and underwritten by AmTrust Specialty Limited.

1. Who is this policy designed for?

This policy is for people who have a Samsung Device that is not yet insured. It covers the repair or replacement cost if the Device is damaged or breaks down after the standard manufacturer warranty ends. You need to pay the excess fee to complete each successful claim. This is shown in your certificate of insurance.

You must be at least 18 years of age and a permanent resident in the United Kingdom to buy the policy. The Device must be brand new and bought directly from Samsung or a Samsung authorised reseller. You can add cover within 60 days of first activation, provided your Device is in good working order and without damage.

You cannot transfer this policy to any other person or Device. However, if we replace a Device, the policy will transfer to the replacement Device automatically.

This policy is offered on the understanding that you will take care of your Device. Taking risks with your Device (which you would not take if your Device was not insured) may mean that we do not cover your claim. You can find further details in the section 'What you are NOT covered for'.

You must inform us of any change to your personal details as shown on the certificate of insurance. To update your payment details, log into your Samsung Account on samsung.com/uk.

2. What you are covered for

Your insured Device is covered anywhere in the world for:

Accidental Damage	There is no limit to how many claims you can make for accidental damage. You are covered any unintentional and unexpected damage to the Device that stops it from working properly. This includes damage caused by liquids.
Extended Warranty	There is no limit to how many claims you can make for extended warranty. You are covered when your Device stops working due to an electrical or mechanical fault outside of the standard manufacturer warranty period until this policy is cancelled.
Battery Replacement	If the capacity of the Device's battery falls below 80% we will replace the battery free of charge and with no excess to pay.
Device Repair	You must give your damaged or faulty Device registered for this policy to us to repair, and if we cannot repair it then we will replace it. When you make a claim, you can choose to take your device to an authorised repair centre (subject to local availability) or we can arrange a door-to-door collection, repair and return service. All repairs and replacements are provided by Samsung certified repair centres. This means all repairs are done by Samsung accredited technicians using Samsung genuine parts.
Worldwide Repair	If your Device is damaged abroad, you may be able to take it in for repair at one of our global repair centres. This service may not be available in certain countries, regions or where prohibited by law and does not apply to Galaxy Buds.
Device Replacement (sent to UK address only)	Replacement Devices may come from Samsung certified refurbished stock (not brand new) and will come with the remaining period of: ▪ cover on your Samsung Care+ policy from the original insured Device; and ▪ your manufacturer warranty from the original insured Device, or a 90-day limited warranty (whichever is longer). If we cannot replace your Device with one of the same make, model and specification, we will contact you to provide you an alternative Samsung Device of similar specification. We cannot guarantee to replace any limited or special colour or edition Devices.
Original in-box accessories	If your accessories are damaged at the same time as your Device, we will replace them. If the replacement Device we provide is not compatible with your original accessories, we will replace those accessories as well. If a suitable replacement is not available, we will contact you to discuss an alternative solution.

3. What you are NOT covered for

Claim Excess	You need to pay us a contribution ('excess') every time you make a successful claim. The amount of the excess depends on the model and type of your Device and is shown in your certificate of insurance. We do not apply the excess to claims for a depleted battery.
Damage as a result of not taking care of your Device	You must follow the manufacturer's instructions on how to use the Device and you must take care of your Device, for example: ▪ not knowingly leaving it where it's likely to be damaged ▪ not throwing, dropping or damaging it on purpose ▪ if you need to leave your Device somewhere, we expect you to lock it away out of sight if possible. If you cannot lock it away, then you must leave it with someone you trust, or in a safe place out of sight. If you knowingly take a risk with your Device, we may not pay your claim. We will always take the circumstances into account when we assess a claim.
Cosmetic damage and wear and tear	We cover damage that stops your Device working normally. We do not cover cosmetic damage and wear and tear caused by normal use, for example scratched screen or dented casing.
Modifications	If your Device has been modified in any way, the modifications won't be covered. Modifications are anything that changes the way your Device looks or works from the original specifications. This includes things like software updates software changes, adding gems or precious metals. We will not accept any claim where the serial or IMEI number has been removed, defaced or altered.
Contents of your Device	We don't cover or save your Device contents, such as pictures, software, downloads, apps, music etc. **Please back up your content regularly.** If any of the data stored on your Device gets lost or is used fraudulently to access existing accounts or open new accounts, you won't be covered for any financial loss.
Other losses	We only cover the cost of repair or replacement of your Device. We don't cover any loss of earnings, missed appointments or other losses.
Third Party Repair and Servicing	We do not cover repairs, services or modifications to your Devices carried out by anyone where we have not given our authorisation.
Electrical or mechanical breakdown	We do not cover faults that are already covered while your standard manufacturer warranty is in force or by any statutory seller warranty. Please contact your seller or see samsung.com/uk/support/warranty for warranty support.
Cyber attack	We will not pay for any loss, damage, liability or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, of any computer, computer system, computer software

	program, malicious code, computer virus or process or any other electronic system.

4. How to make a claim

You must be up to date with policy payments to complete a claim. Before starting your claim, please have your Device's IMEI / Serial number to hand and a payment card ready to pay the excess.

Step One	Start your claim with us as soon as you can after discovering the incident. ▪ Online: **uk.careplus.co** ▪ Phone: +44 (0) 204 623 8217 Available 24 hours a day, closed on public holidays.
Step Two	Tell us what happened. Please give us any information we ask for to support your claim. This could include documents that show when the Device was last used or proof of your identity. We will tell you what we need, if anything, during the claims process. If you have any problems getting any supporting documents we need, please contact us so we can help in guiding you on how to get them.
Step Three	Pay the excess fee using a debit or credit card to complete your claim.
Step Four	**Get ready for your repair** ▪ Please back up all of your data before giving us your Device for repair. When we repair your Device, all data is erased and the Device is reset to factory settings. ▪ Remove any SIM, memory card and accessories before sending your Device to us, as these will be destroyed. ▪ Remove any locking system (such as face or fingerprint locks or passwords), as well as "SmartThings Find" and remove your Google account from your Device before sending it to us. If we can't repair damage that the policy covers, we'll replace it. **Get ready for your replacement** (if we can't repair your Device) ▪ Order a replacement SIM card from your mobile network if required. ▪ Ensure someone is in to take delivery of your replacement Device. ▪ When we replace your Device, the original Device becomes the property of the Administrator and must be returned to us immediately.

5. Conditions of claim

Repair services are available within the UK. If a claim occurs outside the UK and you ask for a repair service while abroad, Samsung may extend repair services to other eligible territories depending on availability.

This policy is in addition to the standard manufacturer warranty period on your Device. Nothing in this policy is intended to affect your rights under such warranty or your statutory rights. Extended warranty and battery replacement will only be covered by this policy when the standard manufacturer warranty has expired.

6. Making an enquiry or complaint

If you're unhappy with the service you have received or our claim decision, please contact us. We will deal with your issue as quickly as possible.

- E-mail: complaints_uk@bolttech.eu
- Phone: +44 (0) 204 623 8217
  Available 24 hours a day, closed on public holidays.
- Post: bolttech Device Protection (UK) Limited, 27 Old Gloucester Street, London, United Kingdom, WC1N 3AX

Please state your name, phone number, Device IMEI/Serial Number (or Certificate of Insurance number) so we can deal with your problem more effectively.

We will contact you within three working days of receiving your complaint to inform you of what action we are taking. We will try to resolve the problem and give you an answer within four weeks. If it will take longer than four weeks, we will tell you when you can expect an answer.

Taking your complaint to the Financial Ombudsman Service (FOS)

If you are not happy with the final response to your complaint, or have not received a response within eight weeks of the date you made the complaint, you may be able to take the complaint to the FOS, but you must do this within six months. The FOS is there to help resolve complaints when you are not happy with the response you have received, see financial-ombudsman.org.uk for more details. The service is free and independent.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Phone: +44 (0) 800 023 4567 (calls are free on mobile phones and landlines) or
+44 (0) 300 123 9123 (calls cost no more than calls to 01 and 02 numbers.)

E-mail: complaint.info@financial-ombudsman.org.uk

This complaints procedure does not affect your legal rights.

7. Fraud

If any claim made by you or anyone acting on your behalf under this insurance is fraudulent, deliberately exaggerated or intended to mislead, we may:

- not accept your claim; and
- recover (from you) any payments we have already made in respect of that claim; and
- cancel your insurance from the time of the fraudulent act; and
- inform the police of the fraudulent act.

If we cancel your insurance from the time of the fraudulent act, we will not accept any claim for any incident which happens after that time and may not return any of the premium already paid.

8. Price of your policy

The price of your policy is shown at point of purchase and confirmed in your certificate of insurance. The price will depend on the value of the Device you are insuring and the Policy Term (Monthly Plan or 2 Year Plan).

2 Year Plan	The full premium must be paid in advance when you buy the policy.
Monthly Plan	Monthly instalments will be collected in advance, on or around the same day of each month, until you or we cancel it. We will collect the first monthly instalment from you when the policy starts, or after any promotional period ends if that happens later. If you do not make a monthly payment, we will email you and try to collect payment again. If we cannot collect payment within 45 days of your last payment date, we will cancel your policy and cover will finish at the end of the last paid month.

9. How long the policy lasts

2 Year Plan	The policy will run for 2 years from the start date shown on your certificate of insurance, or until you or we cancel it.
Monthly Plan	The policy will start on the date shown on your certificate of insurance. Provided you pay the premium, it will continue from one month to the next for a maximum of 60 months, or until you or we cancel it.

10. Cancelling your policy

You can cancel at any time online, by email or by phone (see front page for contact details). There is no fee.

Cancel within 30 Days	If you cancel within 30 days of receiving your welcome email (with your certificate of insurance and these Terms and Conditions), we will refund your premium in full provided you haven't made a successful claim.
Cancel after 30 days	**Monthly Plan** Your policy will finish at the end of the paid month. You will not get a refund because you will only have paid for the cover that you have already received. **2 Year Plan** Your policy will end immediately. If you have not made a claim, we will refund the premium for the time between: ▪ the date the policy is cancelled, and ▪ the end of the 2 Year Plan. If we have paid a claim, you will not get a refund.

We can cancel your policy by giving you 30 days' notice to the email address you provided.

11. General conditions

Giving us the important information

When we look at an application for a policy, we rely on the information in it. You must take care to give full and accurate answers to the questions we ask. This applies when you buy a policy or make changes to it. If you don't give us full and accurate answers, this can affect your cover and we can:

- cancel the policy and refuse to pay any claim, or
- not pay a claim in full.

We will write to you if we:

- plan to cancel the policy, or
- need to change the policy terms, or
- need you to pay more for the policy.

If you realise that you have given answers that are not full or accurate, you must tell us.

Sanctions

We shall not provide cover and or be liable to pay any claim or provide any benefit under this insurance if doing so would expose the insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

12. Law that applies

The laws of England and Wales apply to this policy and you can take legal action concerning this policy in the English courts. If you live in Scotland, you can take legal action concerning this policy in either the Scottish or the English courts. If you live in Northern Ireland, you can take legal action concerning this policy in either the Northern Irish or the English courts. This policy is written in English and all communication with you will be in English.

13. If we need to change the terms of the policy

If we need to change the terms, we will give you 30 days' notice by email. This might be because of changes to the law, or regulation. The terms might also be changed to meet rules, industry guidance, or to reflect the cost of providing the policy going up or down. We might also change the level of cover. If you do not agree with the changes, you can cancel your policy at any time.

14. Financial Services Compensation Scheme (FSCS)

AmTrust Specialty Limited is covered by the FSCS. You may be able to get compensation from the FSCS if AmTrust goes out of business and can't meet its commitments under this contract. This might, for example, be a claim that it cannot pay, or a refund it owes you. You can get more details from:

Financial Services Compensation Scheme
PO Box 300
Mitcheldean
GL17 1DY

Call: +44 (0) 800 678 1100 (calls are free) or +44 (0) 207 741 4100
Web: fscs.org.uk

15. Information about Us

The Insurer	The Policy Administrator	The Claims Administrator
AmTrust Specialty Limited is the insurer for this policy. It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its financial services register number is 202189. Registered in England & Wales under company number 01229676.	In respect of policy sales and policy-related complaints, bolttech Insurance Services (UK) Limited is the administrator for this policy on behalf of the insurer. It is authorised and regulated by the Financial Conduct Authority (FRN 832644). It is registered in England & Wales under company number 11187028.	In respect of claims administration and claims-related complaints, bolttech Device Protection (Ireland) Limited is the administrator on behalf of the insurer. Bolttech Device Protection (Ireland) Limited is registered in Ireland under company number 675680.
Registered office: Exchequer Court, 33 St Mary Axe, London EC3A 8AA United Kingdom	**Registered office:** 27 Old Gloucester Street London WC1N 3AX United Kingdom	**Registered Office:** 77 Sir John Rogersons Quay DUBLIN 2 D02 VK60 Ireland

16. Privacy Notices

Data Protection

AmTrust Specialty Limited (AmTrust) will keep your personal information safe and private. AmTrust follows all laws that protect your privacy. Under the laws, AmTrust is responsible for handling your personal information as Data Controller. Here is a simple explanation of how and why it does this. For more details visit the website.

What AmTrust does with your personal information

There are different reasons for using your information. AmTrust will need it to:

- give you this policy
- contact you to ask if you want to continue with the policy
- protect both you and AmTrust against fraud and money laundering
- follow the law and any regulations that apply

AmTrust might need your information:

- to run through its computer systems to see if it can offer you this policy
- to help you if you have any queries or want to make a claim
- to give you information, products, or services that you ask for
- for research or statistics

Some personal information is very private or sensitive. For example, information about your health or any criminal convictions you might have. AmTrust might need this kind of information to decide if it can offer you this policy, or to help you with a claim. It will only use this type of information for these specific reasons and will follow any rules that it has to.

AmTrust might need to share your information with companies and people who provide a service to it, or to you on its behalf. It will only do this if the law allows it to. This includes, for example:

- companies in the AmTrust group and people it works with
- reinsurers, insurance brokers, insurance reference bureaus and agents
- credit and fraud agencies
- medical professionals
- regulators, and anyone it might need to share the information with by law

AmTrust might send your information outside the UK and European Economic Area for processing and storage. This can include to the USA and Israel. It makes sure that your information is stored safely and processed in line with the law and this notice.

You can ask AmTrust to:

- provide you with the information it has about you
- restrict or stop processing your information in certain occasions
- if there are any mistakes or updates, you can ask AmTrust to correct them
- delete your information (although there are some things it cannot delete)
- give your information to someone else involved in your policy
- not use your information for marketing

If you think AmTrust has done something wrong with your information, you should speak to the local data protection authority.

AmTrust will:

- Not keep your information longer than it needs to. This is usually up to 10 years after your policy ends.
- Only keep your information longer than 10 years if there is a business or regulatory reason for doing so.
- If you have questions about how AmTrust uses your information, contact its Data Protection Officer. The contact details are on the website - amtrustinternational.com/About-Us/ASL-Privacy-Notice.

For privacy information regarding bolttech please refer to Privacy Policy.