

Appliance Protection Insurance

Insurance Product Information Document

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Product: Samsung Care+ for Galaxy Z Flip 3

This document provides a summary of key information about the Samsung Care+ for Galaxy Flip 3 cover and doesn't take into consideration your specific demands and needs. Full terms and conditions are provided in the documents relating to the insurance contract.

What is this type of Insurance?

Samsung Care+ for Galaxy Flip 3 is an accidental damage insurance cover providing repair or replacement for the beneficiary's Galaxy Z Flip 3 in certain events.



What is insured?

- ✓ **Accidental screen damage** - Physical damage, such as cracking or breaking of the screen affecting the functionality of the beneficiary's insured device but this is limited to parts needed to fix a cracked or broken screen and back glass such as glass /plastic screen, LCD and sensors fixed to the screen.
- ✓ **Other accidental damage** - Liquid damage caused by unintentional spills in or on the beneficiary's insured device and any physical damage that can occur other than screen damage preventing access to the mobile device software or the ability to charge.



What is not insured?

- ✗ Any claim for an event occurring outside the period of insurance.
- ✗ Cosmetic damage.
- ✗ The cost of replacing any accessories apart from those delivered in-box.
- ✗ Theft or loss of the product.
- ✗ Damage as a result of routine cleaning, service and maintenance, normal wear and tear and when applicable re-gassing.
- ✗ Mechanical or electrical breakdown.
- ✗ Gross negligence resulting in a claim.
- ✗ Unauthorised alterations, repairs, modifications, transportation and/or shipping charges.
- ✗ Claims if the insured product is not installed or operated in accordance with the manufacturer's instructions.
- ✗ Loss of use of your insured product or (without limitation) any other losses arising from such loss.



Are there any restrictions on cover?

- ! The insured individual must be aged 18 years or older.
- ! Cover is only available to residents of the United Kingdom.
- ! There are general conditions that you have to meet for cover to apply.
- ! General exclusions apply to the whole policy.
- ! A maximum of two eligible claims for repair or replacement of the same insured product can be made during the 12 month period.
- ! An excess of £99 is payable for a valid claim.
- ! The maximum period of insurance that can be purchased is 12 months.
- ! Cover only applies if the insured product was bought as new in the United Kingdom and it displays a CE mark.



Where am I covered?

- ✓ Your insured product is covered in the United Kingdom.
- ✓ Your insured product is covered outside the United Kingdom for trips with a duration of up to 60 consecutive days. Samsung will service your claim when you return to the United Kingdom.



What are my obligations?

To prevent the policy being cancelled or voided and/or claims being reduced or refused, you must:

When taking out this policy

- Provide the insurer with relevant, true and complete information;
- Provide the insurer with supporting documents when requested.

Once the policy is in effect

- The beneficiary must tell the insurer as soon as possible of any changes that arise and that may affect the cover.

In the event of a claim

- The beneficiary must contact Samsung to make the claim as soon as possible after an event arises, in accordance with the terms and conditions and provide Samsung with all supporting documents enabling them to process the claim;
- Inform the insurer in case you have more than one insurance covering the same insured risk and tell the insurer if the beneficiary has received payment from another insurer for all or part of the claim.



When and how do I pay?

No premium is payable by the beneficiary for this cover. The premium is payable by the policyholder, Samsung Electronics (UK) Limited.



When does the cover start and end?

The policy will come into force at 00:00 hours on the policy start date.

If neither party has cancelled the policy, the policy will end at 23:59 hours on the policy expiry date.



How do I cancel the contract?

This policy cannot be cancelled. The policy will end if 2 claims have been made during the insurance period.

Should you have any queries please contact Samsung by phone **0333 000 0333** (Monday to Sunday 8am to 10pm), email: **uk.help@samsung.com** or live chat **<https://www.samsung.com/uk/support/contact/>** (24 hours a day, 7 days a week).