

Appliance Protection Insurance

Insurance Product Information Document

Company: AWP P & C S.A. – Dutch Branch, trading as Allianz Global Assistance Europe, with corporate identification No 33094603, is registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and is authorised by L’Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France, which is the applicable supervisory authority.

Product: Samsung Care+

This document provides a summary of key information about the Samsung Care+ product and doesn't take into consideration your specific demands and needs.

Full pre-contractual and contractual information are provided in the documents relating to the insurance contract.

What is this type of insurance?

Samsung Care+ is an accidental damage insurance policy providing repair or replacement to your insured product in certain events.



What is insured?

For the eligible Samsung devices:

- ü Accidental Damage: Screen Damage and Other Damage.

Accidental Damage / Accidentally Damaged means At a definable time and place Your Insured Product stops working as per its normal specifications and its usability or its safety is affected due to handling errors, liquid or external events that are unforeseen and unintentional. This includes:

- ü **Screen Damage:** Physical damage, such as cracking or breaking of the screen affecting the functionality of the Insured Product 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.

- ü **Other Damage:** Liquid damage caused by unintentional spills in or on the Insured Product and any physical damage that can occur other than Screen Damage preventing access to the mobile device software or the ability to charge

Price of Samsung Care+ for all eligible device is £139 including insurance premium tax

You are entitled to:

- ü Up to 2 eligible claims for the same repair or replacement of your Insured product during the 2 years insurance period subject to an excess of £52 per claim.

Validity conditions:

- ü Samsung Care+ is only valid for private individuals aged 18+
- ü Samsung Care+ is only valid for devices bought in your country of residence with a CE mark



What is not insured?

- û Any claim for an event occurring outside the period of insurance;
- û Cosmetic damage;
- û The cost of replacing any accessories apart from those delivered in-box;
- û Theft or Loss of the product;
- û Routine cleaning, service and maintenance, normal wear and tear and when applicable re-gassing;
- û Products not purchased in the same country as your insurance (“Country of Residence”)
- û Mobile devices used and/or provided for business or employment purposes
- û Second hand products at the time of purchase;



Are there any restrictions on cover?

Main exclusions:

- ! Mechanical and electrical breakdown for smart phones ;
- ! At the time of purchasing the policy, you were aware of something that would give rise to you making a claim;
- ! Gross negligence resulting in a claim;
- ! Unauthorised,alterations,repairs, modifications, transportation and/or shipping charges;
- ! Your insured product is not installed or operated in accordance with the manufacturer’s instructions;
- ! Failure covered by your manufacturer’s limited warranty and/or your statutory rights;
- ! Damage that naturally and inevitably occurs as a result of normal wear and tear;
- ! Loss of use of your insured product or (without limitation) any other losses arising from such loss;
- ! Damage caused by or arising from, but not limited to, an electro-magnetic pulse, whether man made or naturally occurring, nuclear reaction or contamination from nuclear weapons or radioactivity, seepage, pollution or contamination or damage caused by war, invasion, revolution or natural catastrophe, fire, flood, lightning, and explosion.



Where am I covered?

- ü In your Country of Residence
- ü Outside your Country of Residence for trips of a duration up to a maximum period of 60 consecutive days. Samsung will service your claim upon your return to your Country of Residence..



What are my obligations?

To avoid the policy being cancelled or voided and/or claims being reduced or refused, the insured must:

§ When taking out this policy

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

§ Once the policy is in effect

- The insured 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 insured must contact Samsung to make the claim immediately 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 insured has received payment from another insurer for all or part of the claim



When and how do I pay?

§ The premium is paid upfront at the time of purchasing the policy. Payments can be made by payment cards or bank cards



When does the cover start and end?

The policy will come into force at 00:00 hours on the policy start date shown on the Certificate of Insurance.

If neither party has cancelled the policy, the policy will end at 23:59 on the policy expiry date shown on the Certificate of Insurance.



How do I cancel the contract?

Cancellation must be sent as described in the terms and conditions.

During the cooling-off period of 14 days from the date the policy was purchased, you can cancel your policy and receive a full refund of the premium which you have already paid (unless you have made a claim in which case we may deduct an amount from the refund proportionate to the premium attributable to the period up to the termination).

After the cooling-off period: You cannot cancel your contract of insurance