

ApplianceCare Insurance

Insurance Product Information Document

Company: Financial & Legal Insurance Company Ltd **Product: ApplianceCare Insurance**

This policy is underwritten by Financial & Legal Insurance Company Ltd who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, UK financial services No: 202915. Registered in England & Wales company No: 03034220. Registered office: 1 Lakeside Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

This document provides a summary of the key information relating to our Appliance Care Insurance Policies. The full terms and conditions of the cover and other important information are included in the policy documentation.

What is this type of insurance?

This is a warranty insurance designed to help pay for repair and / or replacement costs incurred as a result of a breakdown of home appliances that you have registered and which are covered under your policy as stated in the schedule. Cover for any home appliance will not begin until the manufacturer's guarantee has expired.



What is insured?

- ✓ Repair or replacement cost excluding installation, (whichever is the lesser) of registered home appliances specified in your schedule incurred as a result of a breakdown during the cover period up to the single claim limit, subject to the terms of the policy. Refer to your policy document for more information about the single claim limit.
 - ✓ The normally replaceable components of a registered home appliance should they suffer a breakdown.
 - ✓ New, refurbished or graded appliance of equivalent specification and quality, up to single claim limit, if an identical appliance cannot be provided when an item is beyond economic repair.
- Kitchen Appliances**
- ✓ Choose from one of each of the following types: Cooker, Oven, Hob, Dishwasher, Freezer, Fridge, Fridge-freezer, Microwave Oven, Tumble Dryer, Washer/Dryer, Washing Machine, Cooker Hood. One of each appliance type per policy can be covered.
- Televisions and Satellite Equipment**
- ✓ Television includes remote control and associated cables.
 - ✓ Satellite boxes for receipt of non-terrestrial television channels and Televisions located in your home.
 - ✓ Satellite equipment includes the remote for each box, associated cables, related equipment, the satellite dish and LNB.
 - ✓ Realignment or repositioning of the satellite dish and LNB in order to rectify signal or reception problems.
- Boiler:**
- ✓ Cover for a domestic gas fired boiler contained in your home with a total system output not exceeding 70kW including the pump, motorised valves, thermostat, timer, temperature and pressure controls.



What is not insured?

- ✗ Breakdown to any registered item occurring during the initial exclusion period (30 days from the date the appliance is first registered). The repair or replacement of components faulty prior to the Policy Start Date.
- ✗ Any applicable excess as shown in the policy documents.
- ✗ Accidental damage. Loss, breakdown, or physical damage due to fire, flood, storm, theft or attempted theft, lightning, explosions, or water damage. Corrosion, scratches & dents.
- ✗ Any consumer replaceable or cosmetic components. User replaceable parts that are not electro-mechanical in nature e.g. drawers, bulbs, filters.
- ✗ There are reduced limits for icemakers and water dispensers.
- ✗ Parts that were never intended by the manufacturer to be replaced. Structural issues including but not limited to leaks, gas leaks or refrigeration gas leaks / blockages within the body of the appliance, damaged or failing fridge freezer liners, insulation breakdown, cavity or dishwasher tub failure, warped chassis or failure of welded seams.
- ✗ Faults that are subject to recall by the manufacturer, or under a manufacturer's guarantee.
- ✗ Deliberate damage, neglect, misuse, smells or odours.
- ✗ Further costs due to use after the fault developed.
- ✗ Back boilers and boilers operated by oil, solid fuel, or liquid petroleum gas. Damage or breakdown due to sludge or costs due to chemical flush.
- ✗ Any compensation or financial loss of any description including food loss or laundry costs, other than the repair costs in respect of the appliance that has suffered the breakdown.
- ✗ Installation of new appliances, reinstallation of home appliances and adjustments to cabinets, fixtures and fittings.
- ✗ Commercial appliances & appliances used for commercial use including properties that are let.



Are there any restrictions on cover?

- ! You must register each appliance that you choose to include with the administrator before any coverage can commence. TVs will require the model number to be provided within 28 days of registration.
- ! You must be the original owner of each appliance or it must be contained within the property when you acquired your home.
- ! The applicable excess as selected at the time of the sale, is shown on the policy schedule.
- ! The maximum amount payable for all claims combined under the policy, or 'Annual Claim limit' will be shown on the schedule.
- ! Reduced limits apply for the first ninety days of the initial policy period and once the appliance reaches three years old, see policy for details.



Where am I covered?

- ✓ The Appliances must be used in your home at an address in the United Kingdom - for the purposes of this product: Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. Cover is limited to private residential addresses only and is not provided for private properties used commercially (such as but not limited to holiday accommodation, rented properties or similar)



What are my obligations?

- You must take reasonable care to answer all questions honestly and to the best of your knowledge and if any information that You have provided to us changes before you take out your insurance, during the life of the policy or at renewal, you must inform us of the change.
- You must notify the administrator if you wish to register any additional or replacement home appliance.
- TVs will require the model number to be provided within 28 days of registration.
- Before any work is undertaken you must contact the administrator through whom you arranged this cover.
- Claims must be registered within 21 days of the fault appearing.
- Before you contact the administrator please ensure that the home appliance power supply, fuses, resets and batteries are all functioning properly. Please also check the manual and carry out any troubleshooting / maintenance procedures.
- If any home appliance covered by this insurance has a regular service requirement, then it is a condition of this insurance that any such service is carried out in accordance with the manufacturer's recommendations detailed in the service handbook or similar document.
- You must comply with the claims procedure as detailed in your policy booklet to have full protection of your insurance.
- You and any member of your immediate family using or in possession of the home appliances covered under this policy must take all reasonable precautions to prevent damage or breakdown and to install and use the home appliances in accordance with the manufacturer's instructions.
- Proof of purchase can be requested in the event of a claim and in this case it must be provided.



When and how do I pay?

- You can pay your premium monthly or annually by either direct debit or credit card. The amount will be shown in your schedule.
- If you are paying for your annual cover monthly and make a claim you will be required to pay the premium for the remainder of the term in advance before we can authorise a claim in the first year of the policy.



When does the cover start and end?

The cover under this policy starts on the commencement date shown in your policy schedule. The cover ends on the expiry date shown in your policy Schedule. The duration of cover is either 12 or 24 months.



How do I cancel the contract?

- You can cancel your cover at any time.
- If you cancel within 14 days of receiving your full policy document, where you will be entitled to a full refund of the premium paid provided that the administrator has not been through the technical procedures to resolve a fault that you have reported and provided that you have not made a claim under your plan.
- You can also cancel your policy any time after the 14 day period and you will receive a refund, after deduction of a £25 administration fee, of the premium that relates to the unexpired portion of the Plan period provided that the administrator has not been through the technical procedures to resolve a fault that you have reported and provided that you have not made a claim under your plan.
- To cancel your policy you will need to contact us as follows:

Cover-4-Less

Citibase Suite 538, The Atrium, 1 Harefield Road, Uxbridge, UB8 1PH

Tel: 020 8589 0095

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