

This document provides a summary of the key information. Complete pre-contractual and contractual information is provided in other documents.

### What is this type of insurance?

Device insurance which covers Devices connected to the Vodafone network. To be eligible for this insurance, you must either have a Vodafone Airtime Plan and/or a Vodafone Device Plan or be connected to the Vodafone network and have a Vodafone Pay Monthly Price Plan or be connected to the Vodafone network through a SIM Only Airtime Plan.



### What is insured?

- ✓ Cover for your mobile device for
  - ✓ Damage
  - ✓ Breakdown outside the manufacturer's warranty
  - ✓ Access to AppleCare Services for eligible devices

Optional cover available at an additional cost:

- Loss and theft

The maximum amount this policy provides cover for is up to the full retail value of your mobile device

- ✓ Cover for accessories purchased from Vodafone or GetGoFone  
Accessories purchased from Vodafone or GetGoFone are covered up to a value of £200 (including VAT).
- ✓ How we settle a claim
  - ✓ We will either repair or replace your damaged mobile device
  - ✓ Claims for loss and theft will be settled with a replacement
  - ✓ Replacements will come from refurbished or remanufactured stock



### What is not insured?

- ✗ Any incident where you have knowingly put your mobile device at risk or not taken care of it
- ✗ Unauthorised network charges (calls, data etc.)



### Are there any restrictions on cover?

- ! You can make up to 3 claims in any 12-month period
- ! You must be a UK resident and over 18 years of age to purchase this insurance
- ! To buy this insurance you must be the Vodafone account owner or have partial administration permissions on the account
- ! Devices must have been bought as either a brand new or refurbished device
- ! You must be up to date with payments under your Vodafone Airtime Plan and / or existing Vodafone Insurance policies.



### Where am I covered?

- ✓ Your mobile device is covered worldwide
- ✓ Replacement devices will be delivered only to a UK address



### What are my obligations?

- An excess is payable for every successful claim. The amount will be confirmed when you buy this insurance and will be confirmed in your certificate of insurance which will be emailed to you.
- To report stolen mobile devices to the Police and Vodafone as soon as possible
- Tell us about your claim as soon as possible
- You must make a reasonable attempt to report a lost or stolen device missing to the last place you remember having it



### When and how do I pay?

Payment is taken monthly, and this will be added to your Vodafone network bill.



### When does the cover start and end?

This insurance policy begins with completing your purchase order which will be confirmed by SMS and will continue to run monthly until one of the following events happens:

- You contact us to cancel the insurance
- The insurer cancels the insurance
- If you make 3 successful claims in a 12-month period. Once cancelled, no Vodafone insurance may be added back onto this Device, if a new policy has been taken out, we will cancel the policy, refund any premiums paid, and any claims made under the policy will be rejected.
- Where you upgrade your device with Vodafone (a new policy will be offered with the upgraded device if it is eligible)
- Vodafone Airtime Plan and/or a Vodafone Device Plan customers – when you no longer have both a Vodafone Device Plan and Vodafone Airtime Plan
- Vodafone Pay Monthly Price Plan customers – when your Vodafone Pay Monthly Price Plan is cancelled or disconnected
- SIM Only Airtime Plan customers – when your Vodafone SIM only airtime plan is upgraded, cancelled or disconnected
- We may also cancel your insurance if you fail to pay any monthly premium on time



### How do I cancel the contract?

- To cancel this insurance policy call 0333 304 3346 or visit [www.vodafone.co.uk/cancel-insurance](http://www.vodafone.co.uk/cancel-insurance).
- You can cancel this policy at any time.
- Within the first 30 days of completing your purchase order, which will be confirmed by SMS, you can cancel without paying any extra fees or charges and the first month's premium will be refunded. This is the cooling off period.
- After the initial 30 days, we will provide a pro-rata refund for any unused period of insurance for the month in which you cancel.