

# Tinhat Mobile Insurance – Gadget Insurance

## Insurance Product Information Document

Bastion Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority in the UK under registration number 650727.

Company: Bastion Insurance Services Limited    Product: Mobile and Gadget Insurance

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

## What is this type of Insurance?

This cover meets the demands and needs of those who wish to insure their gadgets against theft, accidental damage, breakdown for mobiles phones, tablets and smartwatches; accidental loss. This is not a replacement as new policy. Your gadget will be repaired, if possible, and replaced with a like for like refurbished model.



### What is insured?

- ✓ **Theft** - the unauthorised dishonest appropriation of the gadget specified on your Schedule of Insurance, by another person with the intention of permanently depriving you of its use. Theft claims must be accompanied by a valid police crime reference report.
- ✓ **Accidental loss/accidentally lost** - where the gadget has been accidentally left by you in a location and you are permanently deprived of its use – *This is an optional cover that can be added for an extra premium.*
- ✓ **Accidental Damage** - any damage, including damage caused by fire and/or liquid damage, caused to your gadget which was not deliberately caused by you or any other person. We will arrange a repair and if your gadget cannot be economically repaired, it will be replaced.
- ✓ **Breakdown** - If your gadget suffers electrical breakdown which occurs outside of the manufacturers guarantee period, we will repair it. This cover is not available on laptops.
- ✓ **Accessories** – items such as but not limited to, chargers, protective cases, headphones and hands-free devices, below the value of £150, that are used in conjunction with your insured gadget but excludes SIM cards and wearables. Evidence of ownership for accessories will need to be provided at point of claim.
- ✓ **Unlimited worldwide cover**- this policy is extended to include use of gadgets anywhere in the world for any trip
- ✓ **Unauthorised call/data** use up to a value of £10,000
- ✓ **Liquid Damage** - If your gadget is damaged as a result of accidentally encountering any liquid, we will repair it. If it cannot be repaired, we will replace it.



### What is not insured?

- ✗ Loss of data or software.
- ✗ You deliberately damaging, intentionally leaving or neglecting the gadget, servicing, inspection, maintenance or cleaning; or any cosmetic damage.
- ✗ Theft where the gadget has been left unattended when it is away from your home and no evidence of forced entry is provided.
- ✗ The loss of gadget(s) other than your mobile phone, tablet, iPad, smartwatch or a SIM card where the circumstances of accidental loss cannot be clearly identified.
- ✗ We will not cover any breakdown for laptops. Repair or other costs for- routine servicing, inspection, maintenance or cleaning; - wear and tear or gradual deterioration of performance. If the serial number has been tampered with in any way; or - repairs carried out by persons not authorised by us.
- ✗ Any claim for fraudulent call use if your claim is not accepted or itemised bill detailing the charges is not provided.



### Are there any restrictions on cover?

- ! The insured gadget should be in good and working condition when the policy is purchased.
- ! Any claim made, or any event causing the need for a claim to be made, that occurs within the first 14 days of the inception date of the policy. If your gadget is less than 60 days old on the date you insure it, then this clause does not apply, and your cover begins immediately.
- ! You must be able to provide evidence of ownership in the event of a claim.
- ! The gadget(s) must not be more than 1 years old, must be purchased in the UK as new, or if refurbished, purchased with a full 12-month warranty, and you must be able to provide evidence of ownership when it is requested.
- ! Excess fee must be paid before settling any claim.



## Where am I covered?

Cover applies throughout the territorial limits (The United Kingdom of Great Britain & Northern Ireland, the Isle of Man and the Channel Islands) of the policy and is also automatically extended to include use of the gadgets anywhere in the world for any trip. No cover is provided for claims where you are travelling to a country where the Foreign and Commonwealth Office (FCO) have advised against all but essential travel. You can check the FCO travel advice at [www.fco.gov.uk](http://www.fco.gov.uk).



## What are my obligations?

- An excess is payable for each successful claim. Details on the amount are on our website <https://tinhat.co.uk/policy-terms-conditions>
- To report lost or stolen gadgets to the Police and where applicable your network provider as soon as possible
- Tell us about your claim as soon as possible
- You may need to send us proof of purchase/ownership of the gadget before we will settle your claim
- You must make a reasonable attempt to report a lost or stolen gadget missing to the place it was lost/stolen from
- You need to be able to provide your gadget to support a claim for damage or breakdown, if you are unable to provide this then this will be classed as a lost gadget
- Gadgets need to be in your possession and in good working order prior to the start date of the insurance



## When and how do I pay?

You can pay your premium as a one-off payment, annually or in monthly instalments. Payment can be made by debit/credit card or monthly Direct Debit.



## When does the cover start and end?

Your cover will start as soon as you purchase your policy, and end on the annual anniversary. Please refer to your Schedule of Insurance for your specific policy start date and end date.



## How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14-day cooling off period, please contact Tinhatch by telephoning 01865 818 923, or by emailing [cancellations@tinhat.co.uk](mailto:cancellations@tinhat.co.uk).