

# Tinhat Mobile Insurance – Gadget Insurance

## Insurance Product Information Document

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

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

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 and 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, accidental damage and optional cover for accidental loss
- ✓ £150 Accessory Cover
- ✓ Unlimited worldwide cover
- ✓ Electrical Breakdown Cover
- ✓ Unauthorised call/data use up to a value of £10,000
- ✓ Liquid Damage
- ✓ £500 E-Wallet protection



### What is not insured?

- ✗ Loss of data or software.
- ✗ Any claim under **E-wallet protection** where bank account/credit card details stored on your gadget are used to purchase goods or withdraw funds.
- ✗ **Accidental damage** caused by: - you deliberately damaging, intentionally leaving or neglecting the gadget, servicing, inspection, maintenance or cleaning; or - any cosmetic damage.
- ✗ **Theft** - Theft from any motor vehicle where you or someone acting on your behalf is not in the vehicle, unless the gadget has been concealed in a locked boot, closed glove.
  - Theft from any building or premises (including your home or workplace) unless the theft involves force in gaining entry to or exit from the building or premises, resulting in damage to the building or premises.
  - Theft when away from your home, or when in your home with invited guests / tradesmen or other people; unless the gadget is concealed on or about your person when not in use, or it is stored in a locked room or secured receptacle (such as a locked safe, locked locker or closed desk drawer);
  - Theft where your gadget was in the possession of a third party (other than a member of your immediate family) at the time of the event giving rise to a claim under this insurance; or
  - Theft where the gadget has been left unattended when it is away from your home
- ✗ **Accidental Loss** -
  - The loss of gadget(s) other than your mobile phone, tablet, iPad or smartwatch;
  - The loss of a SIM card; or
  - Any loss where the circumstances of accidental loss cannot be clearly identified.
- ✗ **Breakdown Cover** – 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.
- ✗ **Fraudulent Call Usage** - we will not cover – Any claim for fraudulent call use if your claim is not accepted. Any claims for fraudulent call use if you do not provide an itemised bill detailing the charges.



### Are there any restrictions on cover?

- ! This policy does not insure gadgets purchased outside UK
- ! The insured gadget should be in good and working condition when the policy is taken out-Gadgets must be less than 12 months old
- ! 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.



## Where am I covered?

Cover applies throughout the territorial limits 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).