

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?

Mobile device insurance which covers the mobile device that you purchased from Vodafone on either a “Vodafone EVO Plan” (Vodafone Airtime Plan and/or a Vodafone Device Plan) or a “Vodafone Plan” (be connected to the Vodafone network with a Vodafone Pay Monthly Price Plan).



What is insured?

- ✓ Cover for your mobile device for
 - ✓ Damage
 - ✓ Breakdown outside the manufacturer’s warranty

Optional cover available at an additional cost:

- Loss and theft
- Access to AppleCare Services for eligible devices for the first 24 months of this policy

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 up to a maximum value of £200 per claim
- ✓ 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
- ! If you selected AppleCare services you can have your device repaired or replaced by Apple directly 2 times in the first 24 months (These count towards the 3 claims limit above)



Where am I covered?

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



What are my obligations?

- An excess is payable for every successful claim. Details on the amounts can be found in the Terms & Conditions
- 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 as 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 Airtime Plan bill (for customers with a Vodafone EVO Plan) or your Vodafone Pay Monthly Price Plan (for customers with a Vodafone Plan)



When does the cover start and end?

Cover starts immediately on the date of purchase.

The policy continues on a monthly basis until one of the following events occurs

- You contact us to cancel the insurance
- The insurer cancels the insurance
- If you make 3 successful claims in a 12 month period
- Vodafone EVO Plan customers – when you no longer have both a Vodafone Device Plan and Vodafone Airtime Plan
- Vodafone Plan customers – when your Vodafone Pay Monthly Price Plan is 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.
- If you only wish to cancel your insurance policy, this policy has a three month minimum term beginning on the day you purchase the insurance.
- If you cancel this insurance within 30 days of receiving the terms and conditions you will receive a full refund of your premium provided no claims have been made.
- After the 30 day period you cannot cancel your insurance without paying the monthly premiums due for the 3 month minimum period.
- After the 3 month minimum period you can cancel at any time. We will give a pro-rata refund for any unused period of insurance for the month in which you cancel.