

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 connected to the Vodafone network on either a "Vodafone EVO Plan" (Vodafone Airtime Plan and/or a Vodafone Device Plan), a "Vodafone Plan" (be connected to the Vodafone network with a Vodafone Pay Monthly Price Plan) or a "Vodafone SIMO Plan" (be connected to the Vodafone network with a Vodafone 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 up to a maximum value of £200 per claim that are lost, stolen or damaged at the same time as your mobile device
- ✓ 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 handsets 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 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 unless your device is being delivered, where it will begin once you have received confirmation of delivery. 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
- Where you upgrade your device with Vodafone (a new policy will be offered with the upgraded device)
- 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
- Vodafone SIMO Plan customers – when your Vodafone SIM only airtime plan is cancelled or discontinued
- 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).
- 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 unless your device is being delivered, where it will begin once you have received confirmation of delivery.
- You can cancel this insurance within 30 days of receiving the terms and conditions without paying any extra fees or charges and the first month's premium will be refunded.
- After the 30 day period this policy has a 3 month minimum period where the monthly premium will be collected on your Vodafone bill for each of these months.
- After the 3 month minimum period you can cancel at any time. We will provide a pro-rata refund for any unused period of insurance for the month in which you cancel.