

AppleCare+

Insurance Product Information Document

Company: American International Group UK Limited

Product: AppleCare+ Policy

Registered in the United Kingdom. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN 781109).

This document is for information purposes only and gives you a brief overview of the main contents of your insurance policy. Please see the below information and the AppleCare+ Terms and Conditions document for full details.

What is this type of insurance?

AppleCare+ is an insurance policy covering you during the policy period for repairs or replacement of your covered Apple device (Apple Watch, HomePod, iPad including Apple Pencil, iPhone, iPod or Headphones) in the event of accidental damage or battery depletion and it gives priority access to telephone technical support from Apple.



What is insured?

- ✓ AppleCare+ covers you for repair or replacement of your covered Apple device in the event of accidental damage with each claim being subject to a policy excess.
- ✓ Where your covered Apple device includes a chargeable integrated battery, failure of the battery to hold an electrical charge of eighty percent (80%) or more from its original specification.
- ✓ AppleCare+ gives you priority access to the Apple telephone technical support line if your covered Apple device ceases to work correctly.



What is not insured?

- ✗ The policy does not cover your Apple device for loss or theft, normal wear and tear, intentionally-caused damage, fire or cosmetic damage which does not affect the functionality of the device.
- ✗ The policy does not cover you for failures due to defect in design, workmanship, modification or any alteration of the covered Apple device.
- ✗ The policy does not cover products that are not the Apple or Beats-branded covered devices under the policy.
- ✗ The policy does not cover you for service or repairs performed by anyone who is not Apple or an Apple authorised service provider.
- ✗ The policy is not available to persons under 18 years of age or persons whose main place of residence is outside the UK (UK excludes Isle of Man and Channel Islands).
- ✗ The policy does not cover issues that could be resolved by upgrading software to the latest version.
- ✗ The policy does not cover damage to or loss of any software, data, or recovery and reinstallation of software.



Are there any restrictions on cover?

- ! Each valid claim for accidental damage under this policy is subject to an applicable policy excess which must be paid by you before you are entitled to benefits under this policy.
- ! A maximum of two claims for accidental damage can be made during the coverage period on the covered device.
- ! After the second accidental damage claim is settled, the cover for accidental damage on the Apple covered device will cease but the technical support and battery depletion cover will continue to the end of the coverage period.

! The Apple covered device can only be repaired or replaced via Apple and no cash benefit will be offered under this policy.



Where am I covered?

- ✓ If you purchase cover on your Apple device you are protected by the AppleCare+ policy worldwide providing you return the covered device to Apple, an Apple authorised reseller or an Apple authorised service provider.
- ✓ If you seek to make a claim in a country that is not the country of purchase, you will need to comply with all applicable import and export laws and regulations, and you will be responsible for all customs duties, value added tax and other associated taxes and charges that may apply.



What are my obligations?

- You will take all reasonable precautions to protect your Apple covered device against an insured event and shall use and maintain the Apple covered device in accordance with its manufacturer instructions.
- You must report your claim as soon as possible by one of the methods, and by following the claims procedure, set out in the policy.
- You must provide information about the symptoms and causes of the damage to or problems you have experienced with the covered device when making a claim. To allow Apple to troubleshoot and otherwise assist with your claim, if requested you must provide information, including but not limited to the device serial number, model, version of the operating system and software installed.
- You must ensure where possible that your software and data residing on the covered device is backed up. Apple will not be responsible for any loss of software or data residing on the covered device when it is submitted as part of a claim under this policy.
- You will be responsible for reinstalling all other software programs, data and passwords onto the device.



When and how do I pay?

If you agree to pay the premium in full upfront, it must be paid before you can receive coverage or technical support, and no claim will be met under this policy if the premium has not been paid in full.

If you pay the premium by instalments, you will be required to enter into a payment plan agreement with a payment plan provider, and you will receive the hardware coverage or technical support from the time you enter into the payment plan agreement. You must ensure to pay your instalments in accordance with the terms and conditions of your payment plan agreement.



When does the cover start and end?

Coverage starts on the date you purchased AppleCare+. This means that if you buy AppleCare+ up to 60 days after you purchase your Apple device you will only receive coverage on your Apple covered device from that date. The technical support coverage starts on expiry of the complimentary technical support cover provided by the manufacturer, which starts on the date you purchase your Apple device.

Coverage ends 24 months from the date you purchased AppleCare+ as shown on your sales receipt for all devices except Apple Watch Edition and Hermès models, or 36 months from the date you purchased AppleCare+ as shown on your sales receipt for Apple Watch Edition and Hermès models.

Coverage may end earlier if you have exercised your right to cancel or if you are no longer eligible to make a claim for accidental damage as two claims have been processed. Your hardware coverage for battery depletion and technical support will continue until the end of your Coverage Period providing you have not exercised your right to cancel.



How do I cancel the contract?

You may cancel this policy at any time for any reason. If you have made a claim and received a benefit under AppleCare+ the value of such benefit will be deducted from any refund issued. This may result in no refund being due to you. If you paid your premium in full up front you may cancel by calling Apple on +44(0)800 107 6285 or by writing to:- Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland.

If you pay your premium in instalments you may cancel the policy by contacting the payment plan provider directly and requesting that they cancel your policy on your behalf.

Important information about your insurance intermediary

Amazon EU S.a.r.l. (AEU), a private limited liability company (société à responsabilité limitée) registered with the Luxembourg Register of Commerce and Companies under number B101.918 whose registered office is 38, Avenue John F. Kennedy, L-1855 Luxembourg, is authorised by the Commissariat aux Assurances in Luxembourg to act as an insurance broker (courtier d'assurance) and registered under number 2019CM003. You can check this registration on the website of the Commissariat aux Assurances (7, boulevard Joseph II, L-1840 Luxembourg) at www.commassu.lu or by calling the Commissariat aux Assurances at +352 22 69 11 1.

AEU, in its capacity as a broker, is acting on your behalf when facilitating insurance arrangements on Amazon's website and provides advice only in relation to those arrangements. On the basis of a fair analysis of the market segment, AEU has selected the AppleCare+ product which is underwritten by American International Group UK Limited (AIG) as the insurance cover for the Apple products sold on Amazon's website and recommends it as suitable for customers buying such products. AEU does not provide a personal recommendation on the basis of a personal analysis. You do not pay a fee for AEU's insurance mediation service. AEU receives a commission from Apple Distribution International which is a percentage of the insurance premium.

This policy meets your demands and needs if you wish to protect your Apple product against accidental damage or battery depletion for the period selected.

Please inform us if you have a complaint regarding our brokerage services by visiting www.amazon.co.uk/gp/help/customer/contact-us. If your complaint is not resolved to your satisfaction, you may within 6 months of our final decision refer the matter to the Commissariat aux Assurances ("CAA") by writing to them by post at 7 Joseph Boulevard II, L-1840 Luxembourg, by e-mail at reclamation@caa.lu or via the CAA's website at www.commassu.lu. Alternatively, you may use the European Commission's online dispute resolution website at www.ec.europa.eu/consumers/odr/.