



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?

Accidental damage and breakdown insurance for a product purchased. This policy covers the repair or replacement in the circumstances summarised below.



What is insured?

Cover for your product for:

- ✓ Accidental damage
- ✓ Breakdown (not covered by manufacturers warranty)
- ✓ The maximum amount this policy provides cover for is up to the value of your product

How we settle your claim:

- Products less than £150 we will provide an Amazon Gift Card
- Products £150 or more we will either repair or replace your product
- No excess charges to pay
- If your product requires professional installation (e.g. electrical wiring, plumbing, gas fitting) we will reimburse these costs up to £50



What is not insured?

- ✗ Theft and Loss
- ✗ Cosmetic damage
- ✗ Intentional or malicious damage
- ✗ Damage or breakdown as a result not taking reasonable care of your product
- ✗ Damage or breakdown as a result of improper use (e.g. using a product outside of the manufacturer recommended guidelines)
- ✗ Accessories not included with the product when purchased
- ✗ Damage or breakdown as a result of electronic virus or software problems

These and all other exclusions can be found in the section "What you are not covered for" in the Terms and Conditions



Are there any restrictions on cover?

- ! This insurance covers a single product purchased as new (and covered by a manufacturer guarantee of at least one year) or Amazon Renewed
- ! This insurance must be purchased at the same time you purchase the product you want to insure
- ! You need to be able to send us your damaged product if you make a claim. If you are unable to provide the damaged product it will be classed as being lost and not covered
- ! Where we are able to repair your product we will only provide up to 3 repairs in any 12 month period
- ! You must be a resident of the UK (which excludes Channel Islands and Isle of Man) and 18 years or older to purchase this insurance



Where am I covered?

- ✓ Worldwide



What are my obligations?

- Let us know as soon as possible if you need to make a claim
- Take reasonable care of your insured product to reduce the risk of it being damaged.
- Inform us if you give or sell the product to someone else and wish to transfer the policy ownership
- You may need to send us proof of purchase/ownership of the product before we will settle your claim
- When applying for or varying the policy or submitting a claim, you or anyone acting on your behalf must take reasonable care to answer all questions honestly and to the best of your knowledge. Failure to do so may affect the validity of your policy or the payment of your claim



When and how do I pay?

- By making a one off-payment when purchasing this policy through the Amazon website



When does the cover start and end?

Cover under this policy will begin from the date shown on your Schedule of Insurance which will be emailed to you. Breakdown cover commences immediately after the manufacturer's warranty runs out

Cover under this policy expires on the earliest of:

- The expiry date as shown on your Schedule of Insurance; or
- The date where we have repaired your product for the third time in any 12 month period; or
- The date you receive a replacement product or a settlement following an accidental damage or breakdown claim; or
- The date from which you inform us you want to cancel your policy; or
- The date we inform you we are cancelling your policy (please see the section 'Cancelling your insurance' in the full Terms and Conditions)



How do I cancel the contract?

By visiting 'Your Orders' within your Amazon account, locate the policy order and follow the process for a 'Return Request', email us at: cancellation@techprotection.co.uk or call us on 0303 313 0002.

You can cancel your policy within 45 days of the later date of:

- The date of purchase of your policy, or
- The date on which you receive your policy documentation

If you wish to cancel during this period you will be given a full refund of the premium paid providing no claim has been made.

Following the expiry of your 45 days cooling-off period you continue to have the right to cancel your policy. If you do so, you will be entitled to a proportional refund based on the number of full unexpired days of cover remaining providing no claim has been made.

For policies cancelled after a claim has been made, the cost of settling the claim will be deducted from any refund due.

Important information about your insurance policy

We are required to provide you with certain key information prior to the purchase of your Protect Your Bubble.com by Assurant policy and it is important that you take time to read this. Please also refer to your policy Terms and Conditions for further details.

Both paper and electronic versions of your policy documents are freely available. By continuing with the purchase of this policy you are choosing to receive your documents by email. Should you wish to be sent a paper copy once you have received your electronic documents, please email enquiries@techprotection.co.uk.

How does this policy meet your demands and needs?

This insurance meets your demands and needs if you wish to protect your new or Amazon renewed product against accidental damage and breakdown (not covered by the manufacturer's guarantee).

London General Insurance Company Limited and Amazon EU S.à r.l (AEU) are only providing information and not any personal recommendation or advice regarding this insurance. The policy is provided according to your stated needs and requirements based on the selection you have made.

Who provides Protect Your Bubble.com by Assurant?

The insurance is underwritten by London General Insurance Company Limited, (company number 1865673) whose registered head office is at TWENTY Kingston Road, Staines-upon-Thames, Surrey, TW18 4LG, United Kingdom (the "Insurer"). London General Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Further details can be found on the Financial Services Register at www.fca.org.uk under firm reference number 202689.

What is the complaints process?

Please inform us if you have a complaint regarding this policy by emailing complaints@techprotection.co.uk or calling us on 0303 313 0002, or writing to us at: Protectyourbubble.com by Assurant, Customer Relations, Vantage Point Business Village, Mitcheldean, GL17 0DD, United Kingdom. If your complaint is not resolved to your satisfaction, you may within 6 months of our final decision refer the matter to the Financial Ombudsman Service at Exchange Tower, London E14 9SR or by telephone: 0800 023 4567 or 0300 123 9123. Website financial-ombudsman.org.uk.

Important information about your insurance intermediary

Amazon EU S.a.r.l. (AEU), is a private limited liability company (société à responsabilité limitée) registered with the Luxembourg Register of Commerce and Companies under number B101818 whose registered office is 38 Avenue John F. Kennedy, L-1855 Luxembourg and whose UK branch is 1 Principal Place, Worship Street, London, EC2A 2FA. AEU is authorised and regulated by the Financial Conduct Authority to act as an insurance intermediary in the UK. AEU is included in the UK Financial Services register, available at register.fca.org.uk under reference number 746485.

AEU, in its capacity as a broker, is acting on your behalf when facilitating insurance arrangements in the marketplace but only provides information in relation to the insurance arrangements and does not give any personal recommendation or advice on insurance products sold on the marketplace. You do not pay a fee for AEU's brokerage services. AEU receives a commission from the insurer which is a percentage of the insurance premium.

Please inform AEU if you have a complaint regarding their brokerage services by visiting their [customer help page](#). If your complaint is not resolved to your satisfaction, you may within 6 months of their final decision refer the matter to the Financial Ombudsman Service by telephone on 0800 023 4567 or on its website www.financial-ombudsman.org.uk/.

What happens in the unlikely event that the Insurer is not able to meet its obligations?

London General Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our liabilities. You can get more information about the compensation scheme arrangements by contacting the FSCS by telephone on 0800 678 1100 or by post at Financial Services Compensation Scheme, PO Box300, Mitcheldean, GL17 1DY. Website fscs.org.uk.

How your personal information is used

Your personal details will be used by Amazon EU S.à r.l, London General Insurance Company Limited (the Insurer) and their administrators, repairers and service providers for policy and claims administration and for fraud prevention. A copy of the details held about you is available upon request. We may provide by post or email, text or telephone, administrative information including expiry/renewal details. For these purposes, your data may be confidentially and securely transferred outside the UK. Please see the full Terms and Conditions for more information about how we use your personal details.