

Mechanical / Electrical Breakdown Insurance Policy Summary

Warranty Solutions Single Appliance Extended Warranty

Some important facts about the mechanical electrical breakdown insurance are summarised below. This summary does not describe all the terms and conditions of the policy, so please take time to read the policy document to make sure you understand the cover it provides.

WHAT IS MECHANICAL / ELECTRICAL BREAKDOWN INSURANCE?

We will cover the costs of parts, labour and call out charges (inc VAT) should any covered component suffer the sudden stoppage of its normal functions necessitating repair or replacement to resume those functions. The cover provided is subject to the terms, conditions and exclusions contained within your policy.

Your cover is valid for 36 months as detailed on your policy schedule.

Please refer to the policy schedule, which is given to you when the policy is issued, which will detail the period of cover and the options you have selected.

WHO IS THE INSURER

The insurance is provided by AmTrust Europe Limited and is administered by Warranty Solutions.

ABOUT YOUR MECHANICAL / ELECTRICAL BREAKDOWN INSURANCE

Warranty Solutions Single Appliance Extended Warranty - features and benefits included automatically – Please refer to the “WHAT IS COVERED” section of your policy

Your insurance provides cover against mechanical / electrical breakdown of an appliance identified on your policy schedule. Cover includes parts, labour and call out charges (inc VAT) during normal working hours (8am – 5pm Monday to Friday) subject to the terms, conditions and exclusions of your policy.

Significant and / or Unusual Exclusions

Please refer to the “WHAT IS NOT COVERED / General Conditions” sections of your policy

- Call out charges where a fault cannot be found with the appliance.
- Accidental damage.
- An appliance that does not meet the current electrical regulations in force at the time.
- Costs not authorised by the claims administrator or its appointed engineers.
- Any claim within the first 30 days of purchasing this policy.
- Deliberate damage or neglect of the appliance.
- Repairs to cosmetic parts or non mechanical electrical components.
- Damage caused by foreign objects or substances.
- Faults known to you before commencement of cover under your policy.
- Work, which relates to a manufacturer recall.
- Routine maintenance of the appliance(s)/product(s), supplies or service in your home..

MAXIMUM AMOUNT PAYABLE FOR CLAIMS – INDIVIDUAL CLAIM LIMIT

Your policy provides cover up to: The original price paid for the appliance(s)/product(s) on each claim and in aggregate during each 12 month cover period.

Teknix Extended Warranty Key Facts

YOUR CANCELLATION RIGHTS

We hope you are happy with the cover this policy provides. However you have the right to cancel it within 14 days of receiving the policy. See the section headed "Cancellation".

MAKING A CLAIM

If you have a claim, please ring us as soon as possible to tell us about it on 01759 487821.

WHAT TO DO IF YOU ARE NOT SATISFIED

It is our intention to give you the best possible service but if you do have questions or concerns about this insurance or the handling of a claim please contact the administrator who arranged the insurance on your behalf

If **you** have not been given an answer in eight weeks **you** will be informed how **you** can take **your** complaint to the Financial Ombudsman Service for review.

Teknix Extended Warranty Key Facts