Pixel Care+

Insurance Product Information Document

Company: WDP Insurance Limited & Asurion Europe Ltd

Product: Pixel Care+ and Pixel Care+ with Loss & Theft

WDP Insurance Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to the limited regulation of the Financial Conduct Authority (no. 786246). Asurion Europe Limited is authorised and regulated by the Financial Conduct Authority (no. 502545)

Complete pre-contractual and contractual information on this insurance is provided in other documents, including your Welcome Pack, which contains your insurance policy terms and conditions.

What is this type of insurance?

Device insurance.

What is insured?

There are two cover options under this policy. Your exact cover depends on the type of cover you've chosen:

Pixel Care+

- ✓ Unlimited claims for accidental damage, including cracked screens and liquid damage
- ✓ Malicious damage caused by someone who doesn't have your permission to use the device
- ✓ Pet damage
- ✓ Out-of-warranty breakdown of the device (monthly product only)

Pixel Care+ with Loss and Theft

- ✓ Unlimited claims for accidental damage, including cracked screens and liquid damage
- ✓ Malicious damage caused by someone who doesn't have your permission to use the device
- ✓ Pet damage
- ✓ Loss
- ✓ Theft
- ✓ Out-of-warranty breakdown of the device (monthly product only)

What is not insured?

Pixel Care+ and Pixel Care+ with Loss and Theft

- ✗ Cosmetic damage – where the device works as normal, except where you're claiming for a cracked screen
- ✗ Battery repair or replacement for batteries that retain more than 80% of the original charge capacity
- ✗ Accessories – except a Pixel watch strap lost or stolen with a covered watch which gets replaced with a Google standard band

Pixel Care+ only

- ✗ Any claim for loss or theft

Are there any restrictions on cover?

- ! You must be over 18 years old
- ! You can't make more than 3 loss/theft claims in any rolling 12 month period
- ! Claims are settled by repairing your device or replacing it with a new or refurbished device. In the event we can't send you a same model replacement, we'll send you a different make, model or colour device with comparable features and functionality
- ! Repairs (including £0 excess repairs for front and back screens) are only available for certain types of damage to Pixel phones (excluding certain Pixel Fold models) and only in-store with our specified repairers. Check whether there is a specified repairer near you via https://www.ismash.com/pages/locations
- ! You can't claim for any fault covered by Google's Limited Hardware Warranty
- ! You must not have had an insurance policy declined or cancelled by us in the past
- ! You must not have had a claim denied due to fraud
- ! You and the main authorised user of the device must live permanently in the UK

Where am I covered?

✓ Worldwide - although cover is provided worldwide, replacement/repair services can only be provided in the UK

What are my obligations?

Pixel Care+ and Pixel Care+ with Loss and Theft

- You will need to pay your premium and any applicable excess fee if you make a successful claim
- You will need to provide relevant information to support your claim. In some cases, you may be asked to complete a written claim statement and/or provide evidence of your identity
- You must comply with our reasonable instructions including putting the device into repair mode, backing up your data and keeping all accessories
- If requested, you will need to return the damaged device you're claiming for, if you don't return the damaged device you're claiming for, you'll be charged a non-return fee based on the value of the non-returned device

When and how do I pay?

You pay your policy premium upfront (for the two-year cover option) or monthly up to a maximum of 60 months (for the monthly cover option). You can pay by credit or debit card or PayPal.

When does the cover start and end?

You're covered from the start date detailed in your Welcome Pack and your cover will automatically end after two years (for the two-year cover option) or after 60 months (for the monthly cover option). Otherwise cover ends if the policy is cancelled in line with the policy terms and conditions.

How do I cancel the contract?

You can cancel at https://store.google.com/gb/pixel-care. Alternatively you can call us (0800 026 0419), email us (PixelCareUK@asurion.com) or write to us (Google Pixel Care+, PO Box 670, Brentford, TW8 1DA) at any time.