

## CLAIMS CONDITIONS AND HOW TO MAKE A CLAIM

**This policy covers the main technology device only, not any peripherals or accessories you may have purchased at the same time.**

**You** must comply with the following instructions to have the full protection of **Your** policy. If **You** do not comply with them, **we** may at **Our** option, refuse to deal with **Your** claim, or reduce the amount of the claim's payment. If **Accidental Damage, Liquid Damage, Fire Damage, Flood Damage, Malicious Damage, Misappropriation** or **Theft** occurs please help the **Claims Office** by reporting **Your** claim according to the following procedure. All claims **MUST** be made as soon as reasonably possible and in any event within thirty (30) term time days.

### Prevent further damage

In the event of a warning hazard light or text box, **you** must not operate the **Equipment** further if it would cause additional damage to do so.

### Contact the Claims Office

**You** are responsible for ensuring that **You** contact the **Claims Office** within thirty (30) term time days to register **Your** claim.

**You** can contact the **Claims Office** by:

- Using the unique online claims URL provided to **You**; or
- The claim notification telephone number is: 0333 999 7901 (local rate call)
- **You** can email the **Claims Office** at [claims@burnett.co.uk](mailto:claims@burnett.co.uk)

Prior to **Us** authorising **Your** claim, **You** must have completed the claims notification process and provided any other information or documentation required by **Us** in support of **Your** claim.

If the claim is covered by the policy, **We** will:

- Give authorisation to the **Repairer** to carry out the repair up to the **Repair Cost**; or
- Give authorisation to the **Supplier** to carry out the replacement up to the **Replacement Cost**. All claims are subject to the **Single Claim Limit**.

**You** must not send any **Equipment** back to the **Repairer** without an authorisation number from **Us**.

Should **You** decide to give permission to a repairer to commence work **You** do so in the full knowledge that **We** reserve the right not to meet **Your** claim because **You** have denied **Us Our** right under this policy to agree cover, inspect the **Equipment** and manage costs prior to its repair.

Should **You** decide to give permission to a supplier to carry out a replacement work **You** do so in the full knowledge that **We** reserve the right not to meet **Your** claim because **You** have denied **Us Our** right under this policy to manage costs prior to its replacement.

### Use of an Engineer

If **We** have agreed with **You** during **Your Application** that **You** may nominate **Your** own repairer, following receipt of the estimate, the **Claims Office** reserves the right to:

- Instruct an independent Engineer to inspect **Your Equipment** before authorising any claim; or
- Inspect any **Components**, which have been removed, together with any original documentation, within one calendar month after any repair or replacement has been authorised or carried out.

When either of these rights is exercised, **we** shall have no liability for any loss to **You** arising from any possible delay. Any decision on liability will be withheld until this report is received.

### **Damaged Equipment**

**We** shall be entitled to take and keep possession of any damaged and replaced **Equipment** or **Components** and/or **Equipment** and to deal with them in a reasonable manner. No **Equipment** or **Components** may be abandoned to **Us**.

If **Your Equipment** is managed using Mobile Device Management Software **You** must:

- Remove any passcode; and
- Remove the **Equipment** from any Mobile Device Management software that **You** have used; or
- Arrange for the **Equipment** to be removed from any Mobile Device Management software that a Third Party has provided **You**.

If **We** are unable to gain access to **Equipment** **We** reserve the right to ask **You** to remove any Mobile Device Management software as soon as is reasonably possible and may refuse to deal with **Your** claim, or reduce the amount of the claims payment.

### **Repair Faults**

If **You** are aware, or believe, that the repair carried out by the **Repairer** is not satisfactory **You** must advise the **Claims Office** as soon as is reasonably possible and **We** will provide **You** with an authorisation number.

**You** must not send any faulty **Equipment** back to the **Repairer** without an authorisation number from **Us**. If **You** do, **we** reserve the right to return the **Equipment** to **You** at **Your** cost and **We** will not accept responsibility for any further delays.