

Demands and needs statement



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Collective insurance policy with optional individual membership
EVYRIEWIE24 « breakdown + battery depletion »

INFORMATION ABOUT OUR COMPANY

Refurbed Plus GmbH, a company incorporated under the laws of Austria with a share capital of 35.000 euros, registered on the Trade and Companies register of Austria under the number n°FN 576949f and listed on the GISA Gewerbeinformationssystem Austria as the Versicherungsagent of the Insurer under number n°34720943
Its registered office is located at Jakov-Lind-Straße 7, 1020 Vienna.

We are acting as the insurance agent of the Insurer Axeria Iard.

The **highlighted** terms have the same definition as those indicated in your Information notice.

Any questions? Contact us at support@evy.eu

Information about the device to be covered

In this section, we provide the characteristics of the device to be insured that **You** have declared to us:

- **You** have purchased a mobile phone (“**Device**”) on the www.refurbed.ie website.
- The references of the **Device** are included in your **Proof of Purchase**.

Please note that the **Device** can be purchased separately, without subscribing to the insurance.

Demands and needs

The product **EVYRIEWBIE24** meets the demands and needs of consumers who:

- **You** want to insure your **Device**, purchased on our website, for the risks of breakdown.
- **You** want to insure the **Battery** of your **Device**, for the risks of depletion.
- **You** want a better cover than the one provided by the **Statutory warranty**.

With this product, the consumer is covered for **18 months or 30 months** depending on the chosen **Plan** in the event of:

⚡ Device Breakdown

Total or partial malfunction resulting from an internal defect in the **Device** and originating from an electrical, electronic, electromechanical or mechanical phenomenon.

🔋 Battery Depletion

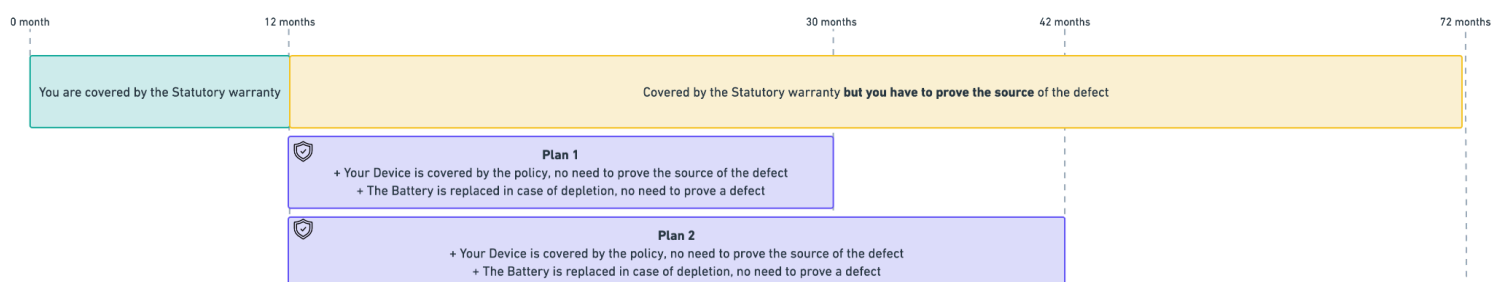
→ **For Devices using iOS and for Devices for which a diagnostic is possible:**

Battery Depletion means when the capacity of the **Battery** integrated into the **Device** to hold an electrical charge is less than eighty percent (80%) of its original specification.

→ **For other Devices:**

Battery Depletion means when the duration of a full 100% battery charge results in an autonomy of less than 12 hours with **Moderate use**, or less than 6 hours with **Intensive use**.

To better understand this complementary relationship between your **Coverage** and the **Statutory warranty** or the **Commercial warranty**, please refer to the following explanation:



If **You** still wish to use the **Statutory warranty** instead of your insurance policy, the starting date of your **Coverage** will be postponed to the end of the **Statutory warranty** .

We also recommend that you carefully read the Insurance Product Information Document, and the Information Notice, which provide detailed information on the coverage conditions as well as the limitations and exclusions of the policy.

Additionally, we advise you to carefully read this document and ensure that the guarantee meets your needs and that **You** are not already covered elsewhere for the same risks.

General information on our activities

How do we operate?

We are acting as the insurance agent of Axeria Iard and we are registered on the GISA Gewerbeinformationssystem Austria.

How are we remunerated?

In the context of distributing the insurance contract, we receive a commission, which means a remuneration already included in the insurance premium paid by **You** to the insurer through Refurbed Plus.

How to make a complaint?

You need help? Contact Evy at
support@evy.eu

For a complaint regarding the distribution of your policy and the advice provided by us, **You** can contact **Evy** at complaints@evy.eu.

Evy is dedicated to ensuring the prompt processing of any complaints you make. Evy undertakes to acknowledge receipt within 10 working days and provide a response within 2 months from the date of sending of the complaint. If exceptional circumstances necessitate a longer processing time, **You** will be informed by us.

If there is no response after a 2-month period, or if the response provided is unsatisfactory, **You** have the option to refer the matter to the Financial Ombudsman Service.

You can contact the Ombudsman through one of the following methods:

- **If your complaint concerns us for the advice provided:**
 - **Email:** stefan.trojer@bmaw.gv.at
 - **Mail:** Beschwerdestelle über Versicherungsvermittler im BMAW - Stubenring 1, 1010 Vienna, Abteilung VI/A/1

- **If your complaint concerns Evy or the Insurer for the management of the contract:**

- Website: www.mediation-assurance.org
- Email: le.mediateur@mediation-assurance.org
- Mail: Médiation de l'assurance TSA 50110 75441 Paris Cedex 09

How and within what timeframe is it possible to renounce your membership?

You can withdraw from your policy 30 days from your enrolment without any reasons or justification. However, if You have benefited from one or more free months, the period starts from the payment of the first insurance premium. You can withdraw from your membership by logging into your Refurbed customer portal via the following link: <https://refurbed.customers.evy.eu>.

You will be refunded the full amount already paid, if any, within a maximum period of thirty (30) calendar days from the reception of your withdrawal request by our services. Upon sending your request, your membership and Coverage will be considered as if they never existed.