

Insurance “Breakdown + Battery Depletion”

Insurance Product Information Document

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Product: Insurance EVYRIEWBIE24 Breakdown + Battery Depletion

This document is only for your information about the essential content of your insurance. The complete pre-contractual and contractual information on the product is provided in other documents. To be entirely informed, please read all your documents.

What is this type of insurance?

The "Breakdown + Battery Depletion" policy is an optional collective insurance policy, allowing the policyholder to benefit from the repair or reimbursement of their mobile phone (the Device) purchased on www.refurbed.ie.



What is insured?

Risks covered:

- ✓ **Breakdown** of the Device
- ✓ **Battery Depletion**

Depending on the chosen Plan, the cover is valid for 18 months or 30 months from the end of the 1st year of the Statutory warranty.

Limits of the coverage:

Plan 1: Maximum 2 claims per policy, including a maximum of 1 claim for Battery replacement OR 1 claim for compensation per policy.

Plan 2: Maximum 3 claims per policy, including a maximum of 1 claim for Battery replacement OR 1 claim for compensation per policy.

Repairs, replacement and compensation are limited to the Replacement value per Policy.

Benefits preceded by a tick are systematically included in the contract.



What is not insured?

- ✗ Accessories of the Device
- ✗ Devices and goods that are not listed in the Information notice



Are there any restrictions to the cover?

You will not be covered in the following situations:

- ! When it concerns a case of loss, theft, liquid damage or Breakage of the Device or its Battery
- ! When the Claim is due to non-compliance with the usage, connection, installation, and maintenance instructions in the manufacturer's device manual or those due to any modification initiated by the Authorised user to the original characteristics of the Device or its Battery
- ! When the Battery has been replaced after the original purchase date
- ! When the Breakdown is the result of a modification/repair or an attempt to modify/repair the Device by the Authorised user or any Third-party
- ! When the Breakdown is the result of dryness, corrosion, humidity, electrical surges or excessive temperatures
- ! When the Device is affected by Pixel anomalies, it being understood that a pixel is a small electronic component of the TFT or LCD screen, made up of 3 transistors of color: red, green and blue
- ! When the Device is affected by electrical damages or damages related to a power surge



Where am I covered?

Worldwide. The cover applies to the device purchased in Ireland on www.refurbed.ie. For compensation, the e-Gift card will be delivered electronically. However, for repairs, your Device must be sent from within the European union; it cannot be shipped from outside the territory.



What are my obligations?

Failure to comply with the following conditions may result in the nullifying of the policy or the absence of coverage:

At the time of enrolment to the policy

- Answer all questions posed by the insurer accurately
- Provide all required supporting documents to the insurer
- Pay the premium indicated in the contract

During the term of the policy

- Notify the contract manager by email at the address provided in the Information notice

In the event of claim

- Report the claim within the specified deadlines on the website <https://refurbed.customers.evy.eu>
- Provide all necessary supporting documents for the claim to be processed
- Do not attempt to repair the device yourself or authorize another professional to repair it



When and how do I pay?

The Policyholder must pay the premium in full, the amount of which is stated on the membership certificate. The premium is due on the date of enrolment to the policy, as indicated on the membership certificate. Payment is made using the payment method chosen by the Policyholder when taking out the contract from among those offered.



When does the cover start and end?

Start of the cover

Membership is possible on the day of purchase of the Device or within a maximum period of twelve (12) months following the purchase of the Device. The coverage under the contract begins on the date indicated on the membership certificate.

End of the cover

The duration of membership is 18 months or 30 months, depending on the chosen Plan, from the end of the 1st year of the Statutory warranty, except in cases of change of the insured item and unless otherwise stipulated in the information notice. The coverage period cannot be renewed.



How do I cancel the contract?

Contract termination must be requested in the cases and conditions provided in the Information Notice on your customer portal at <https://refurbed.customers.evy.eu>.

The member may also request termination:

- In the event of using their right of cancellation as provided in the Information Notice
- In other cases provided by law