

POLICY TERMS AND CONDITIONS

It is important for your benefit and protection that you read these terms and conditions. These terms and condition (including the 'Tech support plan terms and conditions'), together with any changes we notify you about, form your agreement with us.

Definitions

item(s): the console, tablet, PC, gaming headphone, VR headset, PC accessory, controller, virtual reality system or mobile phone (including the battery and other accessories provided when purchased, but not including the SIM card) protected by this policy.

Game: Game Retail Limited.

policy: this contract of insurance.

we/us/our: Domestic & General Insurance PLC, the provider of the policy.

you/your: the customer.

Is this policy for you?

You must be at least 18 years old and resident in the United Kingdom to be eligible. Your item must be:

- owned by you;
- in good working order when this policy starts;
- located in the United Kingdom;
- used for personal and non-business purposes only; and
- have been bought from Game (including GAME store and game.co.uk).

Mobile phones must be pay-as-you-go or SIM free with an original retail price of £50 and over.

Important conditions

- All information you give must be true, factual and not misleading.
- Your item must have been installed, maintained and used in accordance with the manufacturer's instructions.
- You must ensure that if your item can store data, it does not contain any content that may be considered to be illegal. If we find any content we consider to be illegal, we reserve the right to inform the relevant authorities.

Your responsibilities

You must arrange any work required to make your item accessible; compliant with all relevant safety standards and safe to work on (as determined by our engineer). We will not do any work where these standards are not met.

What this policy covers

The cover provided depends on the type of item you have protected:

	Accidental damage	Breakdown	Theft with force or break-in
Console	Yes	Yes (but only while out of guarantee)	No
Mobile phone	Yes	Yes (but only while out of guarantee)	Yes

Accidental damage

Both during and after the end of the manufacturer's parts and labour guarantee period, if your item suffers accidental damage (i.e. physical damage as a result of a sudden cause so that the item is no longer in good working order), we will (at our option) either authorise a repair, arrange a replacement, or pay the cost of replacing your item.

Breakdown (after the manufacturer's guarantee)

If your item suffers a mechanical or electrical breakdown after the end of the manufacturer's parts and labour guarantee period, we will (at our option), either authorise a repair, arrange a replacement, or pay the cost of replacing your item.

Theft with force or break-in (mobile phones only)

If your item is taken by force or break-in, we will either (at our option) arrange a replacement or pay the cost of a replacement item in vouchers.

What is force?

When we refer to force under "theft with force or break-in" above, we mean a physical act to take an item. Below are some examples of where we would and would not accept a claim.

Scenario	Would your claim be accepted?
Someone opens a window in your home to gain access to your home and takes your mobile phone	Yes
Someone opens the door to your hotel room and takes your mobile phone	Yes
Someone grabs your bag (containing your mobile phone) from your shoulder	Yes
Someone snatches your mobile phone from your hand	Yes
You don't know that your mobile phone is missing until after it has already gone i.e. pickpocketing or loss	No
You leave your item in a changing room but not in a locked locker and your mobile phone is taken	No
You leave your mobile phone on a bus or in a taxi	No

Tech Support

To thank you for purchasing this policy, we have arranged for Domestic & General Services Limited to provide you with the tech support benefit. For further details on how this benefit works please refer to the 'Tech support plan terms and conditions' document.

Extra benefits

Please refer to the 'Extra benefits' section.

Territorial limits

Your item is covered for claims that occur in the United Kingdom.

How to make a claim

All claims

Please comply with the following procedures to obtain claim authorisation with the minimum delay. If you are unable to do this, we will still consider your claim but it may affect whether we accept your claim. Contact us by telephoning 0800 597 8614 as soon as possible. Alternatively, for claims relating to items which are not mobile phones you may be able to claim online at www.domesticandgeneral.com/repairs

For mobile phones you will need to tell us your item's IMEI number (so please keep a note of this) and you must ensure that all blocks are removed from your item before you send it to us for repair. This includes any operator specific security system blocks (such as "Find My") but not the fingerprint touch ID and/or passcode used to unlock the item for normal use. We will provide you with an explanation of how to remove these blocks when you make a claim. Failure to remove them will result in us returning the item to you without completing the repair. You will have to pay any additional collection, assessment and/or delivery costs incurred by us as a result.

Note, if we carry out a repair we will restore your item to factory settings. This will delete any data stored on the item. Please remember to regularly back up your data.

Claims for theft (mobile phones only)

In addition to the above, for theft claims:

1. Contact the appropriate police authorities as soon as possible, requesting a crime reference number or police report. If you are unable to do this, we will still consider your claim but it may affect whether we accept your claim.
2. You should contact your mobile network provider to block your SIM/IMEI Number. The item needs to be blocked before we can proceed with your claim.
3. Once you have contacted us, we will send you a claim form. Complete the claim form fully and return it to us in accordance with the instructions on the form. The form should be returned as soon as possible with any requested supporting documentation. We won't consider any claim until the claim form has been returned. You may be asked to provide documentation such as:
 - police crime reference number or police report;
 - proof of your ownership of your item at inception of the policy (such as a till receipt, gift receipt, documentation from an online purchase or from your network provider; it should include the make, model and IMEI number);
 - proof of usage by you of your item from policy inception to the claim incident (this evidence can normally be provided by your network provider); and/or
 - proof of forcible entry if applicable (such as a copy of a repairer's invoice for vehicle damage).

If you are unable to supply any requested item, we will still consider your claim, but it may affect whether we accept your claim.

Excess

For mobile phones you must pay the excess set out below. If you make a second claim for breakdown within 30 days of having already paid an excess for a previous breakdown claim, you will not pay an excess on the second claim. If we return your item to you and no work has been carried out, you will be entitled to have the excess you have paid for that claim refunded to you. For theft claims we may collect the excess by deducting it from cash or vouchers given.

The excess payable varies depending on the purchase price of your mobile phone:

Purchase price	Excess
Up to £499.99	£50
£500 or over	£75

Item repairs information

All item repairs will be carried out away from your home. Where we arrange a repair we will cover the cost of labour and the cost of parts (as long as these are not covered by another guarantee or warranty on the item). Only engineers approved by us are authorised to carry out repairs under this policy, unless we agree otherwise in advance.

For items other than mobile phones

If a repair is approved, you will receive a referral number from us. We will arrange for a courier, at our cost, to collect your item or we will arrange for collection via a drop off point.

You will have to arrange and pay for the packaging of the item, but we will pay for the postage (or we may arrange for a courier to collect your item). While not a requirement, it is recommended that you use the item's original packaging. Please contact us if you want advice on packaging. Your item must be collected from within the United Kingdom. We will not pay for collection from elsewhere. Once repaired we will arrange for your item to be returned to your address or to a collection point at no additional charge.

For mobile phones

If a repair is approved, we will send you packaging, a returns form, instructions and a prepaid protective envelope for you to send us your mobile phone. You must ensure that all blocks are removed from your mobile phone before you send it to us for repair. This includes any operator specific security system blocks (such as "Find My"), but not the fingerprint touch ID and/or passcode used to unlock the mobile phone for normal use. We will include an explanation of how to remove these blocks in the instructions. Failure to remove them will result in us returning the mobile phone to you without undertaking the repair.

We will also send you instructions on how to backup and clear your personal data. It is strongly recommended you do this before you send the mobile phone off for repair. When sending in your item for repair please DO NOT send in your SIM or memory card, any other accessories or any other products that do not relate to the repair. We are unable to recover and return these products. Once repaired, your mobile phone will be returned to your address at no additional charge.

Item vouchers

1. In some situations, at our option, we will provide you with a voucher for replacement of your item instead of repairing it (for example where we cannot repair your item, we cannot obtain spare parts or an engineer in a reasonable time, or the cost of replacement is less than the cost of the repair). This voucher will enable you to buy a replacement item similar make and specification from any Game store. If your item was pre-owned the value of the voucher will also reflect this and you may only be able to buy a pre-owned item with the voucher.
2. All vouchers will be redeemable in all Game stores and will be valid for 12 months from the date of issue. Voucher settlements will be sent to the last address you gave us. If vouchers are not available we will provide a cash equivalent.
3. In this section 'a pre-owned item' means a second-hand item purchased from Game.

Item disposal and delivery, installation and other costs

1. You will have to return to a Game store to use your voucher to buy a replacement item. We will not arrange or pay for a replacement to be delivered.
2. If we provide a voucher for a replacement, the original item will become our property and we will dispose of it.
3. In all cases you will be responsible for installing the new item and paying any related costs.

What happens if we give you vouchers for a replacement?

If we decide to give you vouchers for a replacement item, your policy will end immediately. No premium paid will be refunded.

Exclusions

Unless they are listed under the 'Tech support service' section in the 'Tech support plan terms and conditions', we shall not be liable for:

- claims where you have breached the important conditions or failed to comply with your responsibilities set out in this policy;
- cosmetic damage such as damage to paintwork, dents or scratches;
- your failure to follow the manufacturer's instructions;
- data loss or corruption, external data carriers, other input devices (scanners, mouse devices), other external controllers (if not included when purchasing the product), installing, modifying and upgrading software;
- software interface problems, satellite or cable systems or gaining access to cables within the fabric of a building or wall;
- damage to ceramic or glass surfaces (unless caused by an accident protected by the policy);
- any breakdown cost already covered by any manufacturer's, supplier's or repairer's guarantee or warranty on the item;

- any item not registered under the policy;
- modifying or making an item comply with legislation, work on the item that is only required due to legislation changes or making it safely accessible;
- damage during delivery, installation or transportation of the item by a third party who is not under our instruction;
- costs or loss arising from not being able to use your item or incidental costs caused by breakdown or repair;
- any problem with the supply of electricity, broadband or broadcast content;
- where the product is functioning within the manufacturer's tolerances (for example, noise of a cooling fan);
- replacement, recall or modification of the item (or any part) by a supplier or the manufacturer;
- routine maintenance, cleaning and servicing;
- any loss, damage or impairment to functionality caused by: earthquake, flood, lightning, fire, wind, humidity, weather conditions, salt spray, storm or other natural events or catastrophes, abnormally high or low temperatures, plumbing problems, corrosion, chemical exposure, radiation, explosion, sabotage, terrorism, insurrection, revolution, war, riot, armed conflict, civil commotion, rebellion, man-made events or catastrophes or technological hazards (such as computer viruses or date-change faults);
- damage to any other property or possessions, unless it is our fault;
- repairs carried out outside of your country of residence;
- repairs, maintenance work, or use of spare parts, where not authorised by us;
- any loss, damage or impairment to functionality caused by: neglect, deliberate damage or damage caused by animals (other than pet cats or dogs), plants or trees;
- theft of your item unless it is a mobile phone;
- the cost of replacing any accessories (such as lawnmower belts, attachments, cables and cable joints, plugs, light covers, grills, removable parts, glass and enamel parts, catalytic panels, external piping, rain covers, starter connections and straps, 3D glasses, brushes and tubes, or audio pick-up systems including scanners);
- the cost of replacing any consumables (such as external fuses, blades, oil, petrol, batteries, rechargeable batteries, power cells, light bulbs changeable by the user, fluorescent tubes and related starter components, filters, vacuum cleaner bags, printer toner or ink cartridges, printer ribbons or fuel);
- commercial or business use including use by charities, not-for-profit organisations, local government or other such similar organisations (unless we agree to the use in writing beforehand).

Theft limitations (for mobile phones only)

- Theft where your item is not taken by force (for example pickpocketing).
- Theft from a safe, vehicle or boot where it is not locked.
- Theft from premises where force is not used to enter the premises.
- any damage caused in transit if you have not returned the item for repair in accordance with our instructions, see 'Repairs' above;
- the failure of the item to operate correctly caused by the withdrawal of services by a third party;
- unused subscription premiums e.g. for an online streaming or gaming service;
- the safe return of any game or disc (e.g. DVD, Blu-Ray, CD, UMD or minidisc) which is inside the item when it is returned for repair;
- any form of portable external storage media (including but not limited to memory cards or USB sticks).
- any item or accessory which was not supplied as standard with the original item, e.g. extra items or accessories sold separately or as part of a bundle;
- where the serial /IMEI (international mobile equipment identity) number on the item or SIM gate has been tampered with in any way making the item unidentifiable as the item insured.

Paying your premium

You must pay the monthly premium (inclusive of all applicable taxes) by Direct Debit in accordance with the 'Payments schedule' set out in your policy documentation. If we are unable to collect a payment from your bank we may attempt to request payment again unless you advise us otherwise.

We will collect the payment for the first month of the policy approximately two to four weeks after the start date. Payments for all subsequent months will be collected monthly in advance. This means that the second payment may be collected approximately two weeks after the first payment.

If you do not pay for your policy on time, it will be suspended from the due date. Any requests for item repairs past this date will not be considered for approval unless payment is received.

Except in respect of tax changes (see below) the premium payable is fixed for the first five years of cover. From the sixth year of cover, the monthly premium may increase. Around 30 days before the end of the seventh year of cover, we will write to you to give you notice of the new premium and you will need to notify us if you wish to continue cover.

At any time, including during the first seven years, your premium may change as a result of a change in the taxes charged on insurance policies and over which we have no control. If there are any such changes we will notify you in advance.

Duration of the policy

The initial policy period begins on the 'start date' (as specified in your certificate) and continues for a month (unless ended in accordance with these terms and conditions).

If you purchased this policy online or over the phone and you cancel the contract with Game to purchase the item in its cooling off period, then this policy will be automatically cancelled with immediate effect and you will receive a full refund. Please refer to your contract with Game for details of the cooling off period for your item purchase. Where your Game contract is brought to an end at any other time, this policy will remain in place unless you cancel it.

For the first 7 years of cover, each month your protection will automatically renew for another month, unless you tell us otherwise. Unless you have advised otherwise, each month that your policy renews, the renewal premium will again be collected from your specified bank account. We reserve the right not to offer you a monthly renewal of your policy.

Around 30 days before the end of your seventh year of cover, we will write to you to ask whether you want your protection to continue, if you do, we may offer to extend your current policy or offer you a new policy.

We will contact you by post, telephone, email or SMS every 12 months to remind you of the benefits and cost of your protection.

Your right to cancel

The 'cooling off period' is the fourteen (14) day period from receipt of your documentation or from the policy start date, whichever is later. If you change your mind during the cooling off period, you can cancel your policy and you'll receive a refund of any premium paid.

After the cooling off period – If you cancel your policy after the cooling off period, your policy will remain in place until the end of the period for which you have already paid and you will not receive any refund.

If your policy automatically ends or is cancelled by us, these rights do not apply (see 'Our right to cancel your policy or bring it to an end' below).

How to cancel

If you wish to cancel your policy, please contact us on 0800 597 8614 (8am to 8pm, 365 days a year). You can also cancel by using the cancellation form on our website, or by writing to us, at the addresses specified in the 'Customer services details' section.

If you are paying by Direct Debit and tell your bank to cancel your Direct Debit Instruction, but do not contact us first, we will not immediately cancel your policy. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.

Our right to cancel your policy or bring it to an end

If we have reasonable grounds to suspect that your claim is in any way dishonest, exaggerated or fraudulent then we may cancel the policy immediately (as well as any other policies you have with us) without any refund of premium or excess (see 'Fraudulent activity' below).

We may cancel this policy as well as any other policies you have with us where there is a valid reason for doing so by giving you at least 7 days' written notice. Valid reasons include but are not limited to the following:

- where you fail to comply with certain conditions and obligations (see 'Important conditions' and 'Your responsibilities' above);
- where you fail to pay for the policy (see 'Paying your premiums' above);
- where you have (or anyone acting for you has) previously engaged in fraudulent activity and/or provided us with false information (see 'Fraudulent activity' below); or
- where you have used threatening or abusive behaviour or language towards our staff or suppliers.

If we cancel your policy using this provision, you will receive a pro rata refund of the premium paid for the remaining unexpired days of your policy.

If at any time we give you a voucher for a replacement item, your policy will automatically end (see 'What happens if we give you vouchers for a replacement?' above).

Customer services details

For customer services: call 0800 597 8614, write to us at Domestic & General Insurance Plc, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or sign in to my account on our website: www.domesticandgeneral.com

Calls cost up to 7p a minute plus your phone company's access charge. Calls from mobiles may cost considerably more. Calls to 0800 numbers are free. Lines are open, at a minimum, from 9am to 5pm, Monday to Friday (except public holidays). Calls may be recorded and monitored for quality and training purposes.

How to complain

If you wish to complain or you are unhappy with the service provided, please contact our customer services team (see 'Customer services details' above). If you are not satisfied with how we respond you can ask the Financial Ombudsman Service (FOS) to review your case. They can be contacted at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR, on the website <http://financial-ombudsman.org.uk/>, or by email at: complaint.info@financial-ombudsman.org.uk or phone 0800 023 4567.

Referral of your complaint to the FOS does not affect your right to take legal proceedings.

Transferring your policy to a new owner

With our permission you may transfer your policy to a new owner of the item by giving us their details either over the telephone or in writing. You cannot transfer it to any other item (except for replacements of your item provided under a manufacturer's guarantee).

Changes to these terms and conditions

We may modify or replace these terms and conditions in order to:

- comply with the law, regulations, industry guidance or codes of practice;
- rectify errors or ambiguities; and
- reflect changes in the scope or nature of the protection provided to you.

In all cases, we will give you thirty (30) days' written notice of any change that could affect your rights or obligations and provide you with a brief explanation of such changes. The new terms and conditions will take effect from the date specified in the notice. If you do not agree with the changes, you may cancel the policy by notifying us within that notice period and you will receive a pro rata refund of any premium paid for the unused days of your policy.

Data Protection Information

Domestic & General Services Ltd (for maintenance & support plans), Domestic & General Insurance PLC (for insurance policies), and Game Retail Limited are the Data Controllers for your information. This is a brief summary of how we're protecting and respecting your privacy in accordance with data protection legislation. For more information go to www.domesticandgeneral.com/privacy

How do we use your data?

We use the data we hold about you in order to provide your appliance protection, handle repair requests, or let you know about information, products or services that interest you, or for analytical or statistical purposes. We also use it to safeguard against fraud and money laundering, and for the rare event of product safety recalls.

Do we share your data?

Your data is shared across our group companies and with other companies who provide products or services to us, or who perform services on our behalf. We'll also share your data with Game Retail Limited.

What happens with international data transfers?

We may transfer your data to countries (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. But don't worry, we have safeguards in place to help ensure that everything is adequately secured and protected.

What are your rights?

You have the right to ask us to:

- not use your data for marketing purposes
- send you a copy of the personal information we have about you
- delete your data (subject to certain exemptions)
- correct or delete any inaccurate or misleading data
- restrict the processing of your data
- provide a copy of your data to any controller
- lodge a complaint with the local data protection authority

How long do we keep your data?

We won't keep your information for any longer than is necessary. In most cases that's 10 years (the average expected life of an appliance), or 6 years following the expiry of a contract.

Any other questions?

Please contact The Group Data Protection Officer, go to www.domesticandgeneral.com/privacy

Exclusion of third party rights

This policy is only for your benefit. No rights or benefits will be given to any other third party under the policy.

Fraudulent activity

1. We may provide your details to third parties in order to detect possible fraudulent activity.
2. If we have reasonable grounds to suspect that you have (or anyone acting for you has) previously:
 - engaged in fraudulent activity; or
 - provided us with false information,
 we may cancel your policy as well as any other policies you have with us and/or reject any applications for new policies. You will receive a refund of any premium paid for unused days of the policy (see 'Our right to cancel your policy or bring it to an end' above).
3. If we suspect that you have (or anyone acting for you has) engaged in fraudulent activity or provided us with false information we may request extra information in support of your application or claim (such as proof of purchase).
4. If we have reasonable grounds to suspect that you have (or anyone acting for you has) made a claim under this policy knowing the claim to be dishonest, exaggerated or fraudulent, then we may:
 - request extra evidence in support of your claim (such as proof of purchase or other documentation);
 - decline your claim and immediately cancel your policy without any refund of premium or excess paid;
 - recover from you the cost of any claim already paid to you under this policy and the cost of any investigation into a fraudulent claim under this policy (and we may initiate legal proceedings to do so);
 - report you to the relevant authorities, including the police;
 - put the details of the fraudulent claim onto a Register of Claims through which insurers share information to prevent fraudulent claims. A list of participants names and addresses are available on request.

Governing law and statutory rights

We will communicate with you in English and English Law will apply unless we agree otherwise with you. Nothing in the conditions will reduce or affect your statutory rights. These rights include the right to claim for a refund, repair, or replacement for up to six years (five in Scotland) if your electrical goods were not of satisfactory quality or fit for their purpose when they were sold to you. After the first six months you will have to prove that the goods had a fault when sold to you and the longer it takes for the fault to appear the more difficult this will be. For further information about your statutory rights contact the Citizens Advice Bureau please visit the Citizens Advice website www.citizensadvice.org.uk or 03444 111 444.

Access and support

We offer a number of services for customers who have disabilities including providing our documents in Braille, large print or audio formats. We may also make accommodations to the way we provide our services on a case by case basis. For further information please contact us (see 'Customer services details' above).

Other providers

You should be aware that extended warranties are available from other high street outlets, insurance companies and other providers. Cover may also be available for limited periods on some items from your credit card provider. Some household contents insurance policies offer cover for accidental damage, fire or theft. However, you may find that an excess is payable and a claim may affect the cost of subsequent insurance premiums.

When can you buy a policy?

If you decide not to buy a policy when you buy your item, any written quotation given to you will be available on the same terms and conditions for a period of 45 days. Any offers, such as discounts and vouchers, which are linked to the purchase of the policy will also remain available for that period.

The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. If we cannot meet our obligations to you under the policy, compensation may be available to cover these obligations. The compensation provides for 90% of any claim with no upper limit on the amount of the claim. Full details are available at www.fscs.org.uk or by writing to them at: FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. Tel 0800 678 1100.

Company information

This policy is provided by Domestic & General Insurance PLC. Registered in England and Wales. Company No. 485850 Registered office: Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS.

Domestic & General Insurance PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Number 202111). Our address and details of our authorisation can be checked on the FCA website (<https://register.fca.org.uk>).

EXTRA BENEFITS

When you first take out the policy we will arrange for you to receive the following extra benefits from Game:

- £5 worth of Game reward points if your product is a mobile phone, £10 worth of Game reward points for all other products.
- 1 voucher for the Game Disc Repair service. This provides a repair for a damaged DVD/Blu ray disc or music disc to stop skipping and disc read errors.
- 1 voucher for Game Disc Care. This provides repairs and (subject to availability) a pre-owned replacement for 1 selected DVD/Blu ray disc if it becomes faulty due to accidental damage or wear and tear.

Each year on the anniversary of your policy start date we will arrange for you to receive further benefits from Game. These may be the same as above or they may change. We will notify you if there are any changes in the benefits. If we do not notify you, then the benefits will remain the same.

To make use of the Game Disc Care voucher, you must present the voucher to Game when you purchase an eligible item. The item will then be protected by the care plan in accordance with Game's terms and conditions for these care plans which are displayed in-store.

To make use of the Game Disc Repair service simply go into a Game store with your faulty disc and the voucher. For full details of the service please see Game's terms and conditions which are displayed in-store.

Each voucher can only be used once.

TECH SUPPORT PLAN

TERMS AND CONDITIONS

These terms and conditions, and any changes we notify you about, form your agreement with us. This contract is provided as a complementary ancillary benefit to your insurance policy. It cannot be purchased separately.

Definitions

computer: any of your PCs, laptops and/or Apple Macs, for up to (4) four computers at the address shown on your certificate. It cannot be a tablet, smart phone or personal organiser.

plan: this contract of services to provide the tech support service.

we/us/our: Domestic & General Services Limited, the provider of the plan.

you/your: the customer.

Eligibility

Your computer must be in good working order and be under 5 years old when this plan starts.

Conditions

The following conditions apply to this plan:

- your computer, operating system and software must have been installed, maintained and used in accordance with the manufacturers' instructions and recommendations;
- your computer must be owned by you;
- your computer and its software must be kept only for non-commercial use;
- your computer must not contain any content that may be considered to be illegal, and if we find any content we consider to be illegal, we reserve the right to inform the relevant authorities; and
- you must have a working broadband service.

Obligations

You must install and maintain appropriate anti-virus software (our technical advisors can provide guidance on this). You must co-operate with us so that we can provide the service to you (for example give us remote access to your computer, provide us with valid licence keys, activation codes and passwords).

Tech support service information

This is a contract of services, not insurance. We will help you with the following: installing and setting up your computer; using well-known software; protecting your computer against viruses and spyware; backing up your data; connecting additional devices to your computer; resolving internet connectivity issues; and enabling automatic updates. We will use reasonable efforts to fix any problems you have with your computer(s), however, we cannot guarantee that we will be able to solve all problems that you report.

How to request tech support assistance

Call us on 0800 597 8584 (8am to 10pm, 7 days a week excluding Christmas Day) when you have a problem with your computer. We will advise you over the phone or access your computer remotely. If we recommend a remote access session then an engineer will ask for your permission on screen before we can start this and you can end the session at any time, safe in the knowledge that if an engineer requests another remote access session they will not be able to connect until you give full permission.

Exclusions

This plan won't provide assistance with:

- any hardware issues with your computer, its accessories or its batteries (for example mechanical or electrical breakdown, manufacturer recall or non-compliance with legislation);
- costs or loss arising from not being able to use your computer or software (e.g. hiring a replacement);
- loss or corruption of files or data (unless our fault);
- any software or operating systems no longer supported by the manufacturer;
- the failure of the computer to operate correctly caused by the withdrawal of services by a third party;
- custom-built computers.

Our right to cancel

We may cancel this plan where there is a valid reason for doing so by giving you at least 7 days' written notice. Valid reasons include but are not limited to the following:

- Where you fail to comply with your conditions and obligations under the plan; or
- Where you have used threatening or abusive behaviour or language towards our staff or suppliers.

Termination

This plan will automatically terminate when your insurance policy comes to an end.

Customer services details

For customer services: call 0800 597 8614 or write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or email us by clicking on 'contact us' on our website: www.domesticandgeneral.com

Calls are free from all phones, whether mobile or landline. Lines are open, at a minimum, from 9am to 5pm, Monday to Friday (except public holidays).

How to complain

If you wish to complain or you are unhappy with the service provided, please contact our customer services team (see 'Customer services details' above). If you are not satisfied with how we respond you can then ask the Consumer Ombudsman to review your case. They can be contacted at: Consumer Ombudsman, PO Box 1263, Warrington WA4 9RE, on their website www.consumer-ombudsman.org or by email at: complaints@consumer-ombudsman.org

Company information

This tech support plan is provided by Domestic & General Services Limited.

Registered in England and Wales. Company No. 1970780.

Registered office: Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS