

Item Insurance

Insurance Product Information Document



Company: Domestic & General Insurance PLC

Product: Item Policy

Registered in England and Wales. 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.

This is a summary of our insurance policy. The full terms, conditions, limitations and exclusions can be found in other documents, including the terms and conditions.

What is this type of insurance?

Cover for your item, for example, console, tablet, PC, gaming headphone, VR headset, PC accessory, controller, virtual reality system and/or mobile phone, against breakdown and accidental damage. In addition, for mobile phones, it protects against theft with force or break-in.



What is insured?

- ✓ protection of your item from accidental damage
- ✓ breakdown after the end of the manufacturer's guarantee period
- ✓ unlimited repairs on your product (including call-outs, parts and labour)
- ✓ vouchers for the full retail price of a replacement (for example where we cannot repair it or we decide that it is uneconomical for us to repair your product)
- ✓ for mobile phones only, theft with force or break-in

Additional non-insurance benefits:

In addition to the insurance, we will arrange for GAME to provide you with 'Tech Support' and 'Extra benefits' such as GAME reward points and vouchers.



What is not insured?

- ✗ costs arising from not being able to use your item or for unused subscription premiums
- ✗ loss, cosmetic damage, neglect or deliberate damage
- ✗ 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) or any form of portable external storage media
- ✗ theft or attempted theft of gaming items (i.e. anything other than a mobile phone)
- ✗ for mobile phones, an excess of £50 or £75 depending on the price of the item
- ✗ for mobile phones only, theft without force, including pickpocketing



Are there any restrictions on cover?

- ! you must be at least 18 years old and resident in the UK
- ! your item must be owned by you and in good working order when this policy starts
- ! your item must have been bought from GAME
- ! mobile phones must be pay-as-you-go or SIM free with an original retail price of £50 and over



Where am I covered?

- ✓ in the UK



What are my obligations?

- to give us true, factual and not misleading information
- to install, maintain and use the item for personal and non-business purposes and to follow the manufacturer's instructions
- to ensure your item meets relevant safety standards and is safe to work on



When and how do I pay?

You must pay your monthly premiums by Direct Debit.



When does the cover start and end?

Cover starts on the purchase date of your item and continues for a calendar month (unless ended in accordance with our terms and conditions). Your cover will continue automatically on a monthly basis until you tell us otherwise for the first 7 years. Before the end of your seventh year of cover, we will write to ask if you want to continue cover. If we arrange to replace your item, the policy will end immediately and no premium paid will be refunded.



How do I cancel the contract?

Call us on 0800 597 8614; write to us at Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP; or download a cancellation form from www.domesticandgeneral.com and send it to us by post. You will need to provide your policy number and contact details.