

keyfacts

® Canopy Protection Plan Key Facts Document

Introduction

This Key Facts Document explains the key points about the Canopy Protection Plan. This Key Facts Document does not contain the full terms of the Canopy Protection Plan, which can be found in the Plan terms and conditions.

Insurer & Administrator

This insurance is arranged and administered by NEW Asurion Europe Limited, who are authorised and regulated by the Financial Conduct Authority (no. 502545), registered address: Chiswick Place, 272 Gunnersbury Avenue, Chiswick, W4 5QB. The Insurer is Liberty Mutual Insurance Europe Limited, who are authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority (no. 202205), registered address: Third Floor, 2 Minster Court, Mincing Lane, London, EC3R 7YE.

Features & Benefits

The Canopy Protection Plan is designed to protect your Amazon Kindle device against out-of-warranty electrical or mechanical breakdown (cover for mechanical and electrical breakdowns starts after the manufacturer's warranty expires), accidental damage from handling and theft during the term of your Plan.

Accidental damage from handling covers your Kindle device from mishaps such as unintentional and unexpected spills, drops, and cracked screens.

Duration of the Plan

"Term" is the number of years from the date of shipment of your Amazon Kindle, as indicated on your Canopy Protection Plan Certificate of Insurance. The Term of this Plan will be extended by an additional two (2) weeks to allow for product delivery.

Price Information

The price of the Plan will range from £1 to £100.

Cancellation

You can cancel your Plan by calling Canopy at 0800 4964204 from 7am to 9pm 7 days a week. If you cancel this Plan within the first 90 days of the start of Plan, you will receive a full refund, provided you have not made a claim under the Plan. Otherwise, we will calculate the pro-rated premium for the period that you have been insured and refund the balance, provided you have not made a claim under the Plan. If you have made a claim, you will not receive any premium refund if you cancel after 90 days. We may cancel your Plan immediately without refunding any premium, if you have had 3 successful claims in response to which we replace your Kindle device, or one successful claim in response to which we provide a reimbursement or if you make a fraudulent claim.

How to make a claim

If your Kindle device is damaged, has developed a fault or is stolen and you need to make a claim, just call Canopy at 0800 4964204 from 7am to 9pm 7 days a week 365 days a year within 30 days of discovering that your Kindle device is damaged, has developed a fault or has been stolen. You must report any theft to the police in the country where it was stolen within 48 hours (or as soon as reasonably possible, if it is not reasonably possible to do so within 48 hours) from when you discover the theft (don't forget to get a crime reference number (or local equivalent)) before making your claim.

When you make a valid claim, Canopy will provide you with a refurbished device of the same model within 2-3 business days. If the same model replacement is not available, Canopy may replace your device with a new device, or if one is not available, Canopy will provide you with reimbursement of the cost of the original purchase price of your Kindle device.

The replacement Kindle device will have a 90 day manufacturer's warranty which will run from the date you receive the replacement Kindle device. In addition, the original 1-year manufacturer's warranty on your original Kindle device will remain active and will be transferred to your replacement Kindle device.

This means that your replacement Kindle device will have the benefit of a manufacturer's warranty until either:

- the original manufacturer's warranty term expires (1 year from original purchase date),
- or the 90-day replacement product manufacturer's warranty expires (90 days from product replacement), whichever is later.

When Canopy settles your claim on our behalf, the original Kindle device becomes the property of Amazon. You need to return the damaged or faulty Kindle device in the prepaid envelope (provided by Amazon via email or postal mail) within 30 days. Otherwise Amazon will charge you a fee to cover the value of the Kindle replacement device, such fee not to exceed the original purchase price (this shall not apply if your Kindle device is stolen).

What is not covered

It's also important to know about the things that you're not covered for, such as:

- ✗ Accessory-only claims and accessories other than: (i) the battery (you will be covered if the maximum charge falls below one half of the original potential) and (ii) the charger that came in the box with your Kindle device. We will only provide replacement accessories that were involved in the same incident as the Kindle device was, or if they are no longer compatible with a replacement Kindle device we give you as a result of a successful claim.
- ✗ Minor or superficial cosmetic damage or damage caused by internal cleaning, unauthorized adjusting or repairing the Kindle device or acting against the manufacturer's guidelines.
- ✗ Any fault that happens within the manufacturer's warranty or coverage.
- ✗ Loss of a covered Kindle device where you lose it by accident (it is not stolen).

- ✗ Any claim that is fraudulent. If we settle a claim that's later found to be fraudulent we'll take action to recover our costs of the claim.
- ✗ Any cost for replacement or reinstatement of any applications, data, software, information or music stored on the covered Kindle device.
- ✗ Breakdown or accidental damage caused by: (i) unreasonable or intentional abuse, misuse or neglect of the covered Kindle device; (ii) the weather such as lightning, rain, flood and high winds; (iii) any form of electronic virus.
- ✗ Theft not reported to relevant local police authority in the country where it was stolen within 48 hours (or as soon as reasonably possible, if it is not possible to do so in 48 hours) of your discovery of the theft.
- ✗ Any special, indirect or consequential losses that result from the claim incident, including any consequences of your being without the Kindle device.

Please return to the Terms and Conditions for a full set of the exclusions.

Financial Services Compensation Scheme

In the unlikely event that Insurer can't meet its liabilities you may be entitled to compensation up to a maximum of 90% of the claim under this scheme. Further info can be obtained from the FSCS on 0800 678 1100 or 020 7741 4100 or by going to fscs.org.uk.

How to make a complaint

Please get in touch with Canopy at 0800 4964204 from 7am to 9pm 7 days a week if you'd like to make a complaint about your insurance. We always aim to resolve any queries right away.

You can send a letter to us at:

Asurion Europe - Canopy
PO Box 157,
315 Chiswick High Rd
London
W4 4HH

If you're not happy with the outcome of your appeal, you can get in touch with: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, LONDON, E14 9SR. They won't be able to help you unless you've complained to us first. We (but not you) are bound by any decision they reach. You'll need to contact them within six months of receiving our final response to your complaint. This won't affect your statutory rights or prejudice your right to take subsequent legal proceedings. You can find out more at financial-ombudsman.co.uk.