

SquareTrade Warranty + Accident Protection for Kindle

The Insurance

You are covered against the repair or replacement cost of **Your Insured Item** in the event of **Mechanical or Electrical breakdown** after the expiration of any manufacturer guarantee or **Accidental Damage** during the **Period of Cover**.

Examples of accidents covered include drops, spills and liquid damage associated with the handling and use of the insured item. It does not provide protection against theft, loss, reckless or abusive conduct, cosmetic damage, damage that does not affect unit functionality.

Definitions

The words and phrases defined below have the same meaning wherever they appear in bold in this policy document.

- **Administrator/We/Us/Our** – SquareTrade Limited
- **Certificate of insurance** – the document attached to the policy document, sent electronically to **you** at the time of purchase, defines the **period of cover** and **insured item**
- **Insured item** – the Amazon Kindle which **you** purchased
- **Period of cover** – the cover period defined on **your certificate of insurance**
- **You/your** – the person named on the **certificate of insurance**

Insurer and FSA Details

This insurance is underwritten 100% by AmTrust International Underwriters Limited. Registered in Ireland 169384, Registered Office: 40 Westland Row, Dublin 2, Ireland. AmTrust International Underwriters Limited is authorised and regulated by the Irish Financial Services Regulatory Authority and is licensed to operate in the United Kingdom by the Financial Services Authority, register number 203014.

Administrator Details

SquareTrade Limited, Registered in England No. 7165194
Registered Address: 20 Hanover Square, London, W1S 1JY.

SquareTrade Limited is authorised and regulated by the Financial Services Authority under registered number 538538.

Financial Services Compensation Scheme

You may be entitled to compensation from either the Financial Services Compensation Scheme (FSCS) in the UK or from the Insurance Guarantee Scheme (IGS) in Ireland if the Insurer cannot meet its liabilities under this policy. The level of compensation provided will depend on the circumstances of the claim. Further information is available from FSCS on +44 207 892 7300 or from the Irish Financial regulator on +353 1 410 4000.

How Service Works

In the event of a covered Breakdown, contact **us** on 020 3356 6205, 7am to 9pm GMT, 365 days a year. **We** will attempt to troubleshoot the problem **you** are experiencing.

If a replacement is approved, **we** may replace **your insured item** with a new or refurbished item of the same or similar specification. The replacement item may, at **our** sole discretion, be a future version or edition of **your insured item**. Technological advances may result in a replacement item being provided which has a lower purchase price than **your** original **insured item** but in all cases will be of the same grade and quality.

In order to receive a replacement item, **you** must provide valid credit card details. **You** will need to send your original item back within 30 days of receiving the replacement equipment using a pre-paid shipping label **we** provide. If **you** do not, the price of the replacement equipment will be deducted from **your** credit card.

If **we** cannot reasonably arrange a replacement, **we** may decide to pay **you** the cost of a new item.

Maximum Coverage

Subject to approval, this insurance allows for multiple replacements of **your insured item**.

The maximum liability under this policy shall be the original purchase price of the **insured item**, excluding delivery charges.

When **you** have received repairs or replacements up to the value of the original purchase price of the insured item or a cash settlement for the replacement cost of a new item of equal features and functionality, your policy will immediately end.

Worldwide Service

Your product is covered while **you** are traveling outside of England, Scotland, Wales and Northern Ireland, however, **we** will only send replacement items to addresses within the UK.

Cancellation

You have the right to cancel this insurance at any time during the **period of cover** by calling 020 3356 6205, 7am to 9pm GMT, 365 days a year. If **you** cancel this insurance within the first 90 days after receipt of this policy, then **you** will receive a full refund, less the cost of any prior claims. Otherwise, **we** will calculate the pro-rated premium for the period that **you** have been insured and refund the balance, less the cost of any prior claims.

Transfers

You may transfer this policy to another person. Call 020 3356 6205, 7am to 9pm GMT, 365 days a year. **We** will not pay for any transportation damage occurring whilst the item is being shipped to a new owner.

Data Protection

The details **you** supply to make **your** warranty purchase will be stored and used by the **Administrator**, SquareTrade Limited. This information may be shared and exchanged with the insurer or other third parties for the purpose of providing insurance and handling claims and repairs. **Your** personal details may be transferred outside the EU. They will at all times be held securely and handled with the utmost care in accordance with all principles of UK law. **We** will never sell or rent **your** information.

Exclusions

Your insured item is not covered for:

- Any cost for the replacement or reinstatement of any data, software, information or music stored on the **insured item**
- Breakdown or accidental damage caused by:
 - abuse, misuse, neglect of the **insured item**
 - the weather such as lightning, rain, flood and high winds
 - accessories or peripherals that were not an integral part of the original installation
 - software or programming
 - any form of electronic virus
- Any cost suffered as a result of not being able to use the **insured item** or any cost other than the repair or replacement cost of the **insured item**
- Any damage to **your insured item** which does not affect the operation, function or safety of the **insured item**
- Any cost for routine maintenance, modification, or servicing
- Servicing, inspecting or cleaning of the insured product and failure to follow the manufacturer's instructions or installation guidelines
- Any costs covered under the manufacturer's warranty
- War, terrorism, act of foreign hostilities (whether war be declared or not), civil commotion, or contamination by nuclear radiation
- Damage to product(s) with removed or altered serial numbers
- Repair costs for work which relates to a manufacturer's recall

Other Conditions and Limitations

- This insurance must have been purchased at the same time as the **insured item** or within 30 days of purchase
- This insurance only applies to items purchased as new or refurbished. There is no cover for items described as 'used' or 'second-hand'
- **You** must be over 18 years of age to take out this insurance cover
- This insurance is limited to **insured items** purchased by residents of England, Scotland, Wales, Northern Ireland, Guernsey and Jersey Channel Islands, and Isle of Man
- All aspects of the policy, including negotiation and performance, are subject to English law and the decisions of English courts
- This insurance is automatically cancelled, if **you** submit a claim knowing it to be false, fraudulent or a misrepresentation

Complaints

SquareTrade's goal is to provide you the best service possible at all times. If for any reason you are not satisfied with our service, contact SquareTrade and we will promptly review your case and respond to you. **You** can contact SquareTrade at:

Customer Experience Manager, SquareTrade Limited
20 Hanover Square,
London,
W1S 1JY
United Kingdom

If **you** are not satisfied with SquareTrade's response, then **you** may contact the Claims Manager at AmTrust International Underwriters Limited, 40 Westland Row, Dublin 2, Ireland to review **your** case and ultimately **you** may contact the Financial Ombudsman Service, South Quay Plaza, 183 March Wall, London E14 9SR.

Using **our** complaints procedure or referral to the Financial Ombudsman Service does not affect **your** legal rights.