INSURANCE AND WARRANTY HELP AND ADVICE

INSURANCE & WARRANTY PROVIDER
The insurance and warranty included as part of the scheme is provided by Compucover, the trading name of Summit Insurance Services Limited. Summit Insurance Services Limited are authorised and regulated by the Financial Conduct Authority under number 300172.

INSURANCE
WHAT HAPPENS IF THE DEVICE IS DAMAGED OR STOLEN?
Insurance and Warranty is included as standard, which covers against accidental damage, theft and mechanical breakdown. This cover applies whether the incident takes place at school, at home, in a car, or in any other location – including holidays and temporary visits outside the UK.

Benefits include:
a) No excess or deductible for tablets or laptops
b) In the event of an agreed total write-off claim, a new replacement unit is supplied
c) In the event of an agreed damage claim, your equipment is repaired
d) Cover also extends to standard software

WARRANTY
Your equipment is covered against mechanical electrical breakdown.

Benefits include:
a) No excess or deductible
b) In the event of an agreed damage claim, your equipment is repaired, or a replacement unit is supplied if the equipment is beyond economic repair.

WHAT IS THE INSURANCE OR WARRANTY EXCESS?
There is no excess.

HOW CAN I MAKE A CLAIM?
Within 14 days of the insured event, you must notify the Insurer by completing the claim form.

This can be downloaded from the portal and once completed should be emailed to claims@compucover.co.uk

If you’d prefer you can also call the insurer on;
Claims telephone number: 01788 563111 or Customer Services telephone number: 01788 563100

PLEASE NOTE: To make a claim, you must:
a) Within 14 days of the occurrence of the insured event, notify Summit Insurance Services Limited in writing.
b) Submit a claim form which you can download from here.
c) In the event of loss by theft, or why you have reason to believe a criminal offence has been committed, notify the police and obtain a police crime number. You will need to quote the device serial number and the policy name/number Edutech Zone.