

PlayStation Insurance

Insurance Product Information Document



Company: Domestic & General Insurance PLC Product: Protection 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.

Complete pre-contractual and contractual information on the insurance policy is provided in other documents, including the terms and conditions.

What is this type of insurance?

Breakdown and accidental damage insurance covering your PlayStation console, the product.



What is insured?

- ✓ immediate protection of your product from accidental damage
- ✓ breakdown after the end of the manufacturer's guarantee period
- ✓ remote support (the provision of diagnostics and firmware updates)
- ✓ repairs, replacements or a settlement for the full retail price of a replacement



What is not insured?

- ✗ breakdown covered by another guarantee or warranty
- ✗ costs that you may incur as a result of not being able to use your product
- ✗ loss, cosmetic damage, neglect, deliberate damage or damage caused by animals
- ✗ the cost of replacing any accessories (including external storage media, games or discs)
- ✗ the safe return of any game or disc which is inside the product



Are there any restrictions on cover?

- ! you must be at least 18 years old and resident in the UK
- ! your product must be in good working order and 90 days old or less when this policy starts
- ! you must not have committed fraud against us or any of our business partners



Where am I covered?

- ✓ in the UK



What are my obligations?

- you must give us true, factual and not misleading information
- your product must be installed, maintained and used in accordance with the manufacturer's instructions
- your product must be used or installed (if appropriate) in a private home, occupied by a single household and not used for business purposes
- you must follow our claims process which can be found in our terms and conditions



When and how do I pay?

You must pay your monthly premiums by Direct Debit.



When does the cover start and end?

The policy period begins on the date we process your application and continues indefinitely (unless ended in accordance with these terms and conditions). If you cancel within the 14 day cooling off period you will receive a full refund. For the device purchased your policy will be in place for a maximum of 5 years. If we arrange to replace your product, your policy will continue on the replacement appliance as if it were the original product.



How do I cancel the contract?

Call us on 0800 561 4495; 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.