

# Purchase Protection Insurance

## Insurance Product Information Document

Company: Compensa Vienna Insurance Group ADB

**WE** WARRANTY  
EXPERT

**COMPENSA**   
VIENNA INSURANCE GROUP

Product: Purchase Protection Insurance

This information document provides information about the insurance product – Purchase Protection Insurance. This document does not reflect the terms of a specific Purchase Protection Insurance contract and is not part of the insurance contract. Detailed pre-contractual information related to the Purchase Protection Insurance related to the insurance contract is provided in other documents: Compensa Vienna Insurance Group ADB Insurance Type Terms and Conditions, insurance offer, insurance contract and its annexes

### What is the type of this insurance?

Insurance of durable goods (purchase) against external impacts, including burglary and/or robbery, as well as the extended warranty insurance for internal failures of the purchase after the expiration of the warranty period provided by the manufacturer or seller



#### What is insured under the insurance cover?

- ✓ Durable goods (purchase) purchased from trade companies – for household, cultural or economic needs (electronic equipment, household appliances, garden equipment, telecommunications equipment, spectacles, etc.)

#### What does coverage include?

- ✓ Upon selection of the Purchase Protection Insurance option, the insurance shall include coverage against sudden and unexpected damage (destruction) of goods caused by external impacts, including burglary and/or robbery
- ✓ Upon selection of the Purchase Screen Insurance, the insurance shall include coverage against sudden and unexpected damage (breakage or cracking) of the product screen due to external impact
- ✓ Upon selection of the Extended Warranty Insurance option, sudden and unexpected internal failures of the purchase shall be deemed an insured event
- ✓ The sum insured is the price of the product at the moment of purchase
- ✓ In the event of damage to property, the benefit will be paid in accordance with the principle of indemnification specified in the contract:
  - Replacement of goods – purchase of the same or equivalent products
  - Repair of goods – compensation for the expenses incurred on the repair of goods
- ✓ Please note that:
  - The total amount of repair indemnifications may be higher than the price of goods at acquisition
  - If the product is replaced with an equivalent one, the insurance contract expires
  - Transportation costs to the repair partner will be reimbursed if the weight of the product exceeds 10 kg



#### What is not covered by the insurance?

- ✗ Vehicles (except kick scooters, segways or bicycles), their engines and other spare parts
- ✗ Weapons and fishing equipment
- ✗ Power generating equipment
- ✗ Software and data
- ✗ Goods for resale
- ✗ Equipment with a manufacturer's and/or seller's warranty of less than 1 (one) year



#### Are there any coverage restrictions?

- ! In case of purchase protection insurance, indemnification shall not be provided for:
  - Internal failures
  - Loss of a purchase or leaving it unattended in public places, in an unlocked premises or buildings
  - Theft of a purchase from a vehicle left inside in a visible place or in an unlocked vehicle or a vehicle's unlocked trunk
- ! In case of the purchase screen insurance, we provide indemnification for two insured events during each 12-months' period commencing on the effective date of the insurance coverage.
- ! In case of extended warranty insurance, indemnification shall not be provided for:
  - Failures covered by the manufacturer's or seller's warranty
  - Damage caused in excess of the duty cycle specified for the purchase
  - Expenses related to the periodic maintenance and repairs of the purchase
- ! In addition, no indemnification shall be provided for losses due to:
  - Damage caused by prolonged accumulation of water or condensation of vapours
  - Scratches, folds or loss of aesthetic appearance, when this does not interfere with the further use of the purchase
  - Damages that occurred by using the purchase for commercial or professional purposes
  - Improper use of the purchase or use in violation of the manufacturer's requirements, incorrect connection or installation, improper service or maintenance, for example, neglect of the coffee machine (unchanged filters, ignoring cleaning instruction, etc.)
  - Damage due to failures of controllers or consumables, such as batteries, accumulators, chargers, etc.

The detailed list of applicable insurance coverage restrictions is provided in the insurance terms and conditions

#### The insurance benefit may be reduced, if:

- ! • you have provided incorrect information about the purchase and the circumstances that are essential for the assessment of the insurance risk and the amount of damages
- you failed to notify the competent authorities and bodies of the incident in a timely manner, in cases where notification is mandatory
- you failed to notify use about the event in due time, if it resulted in increased damage or loss of opportunity for us to determine the circumstances of the event

- you failed to fulfil the obligations under the insurance contract and our instructions
- you failed to take any actions that could reduce the damages



### Where does the insurance coverage apply?

- ✓ The coverage is valid worldwide



### What are my responsibilities?

- To provide all requested information about the insured property
- To correct any incorrect or incomplete information immediately as noticed
- To pay insurance premiums within the terms specified in the insurance contract
- To take risk mitigation and safety measures
- To assist the insurance company in determining the amount and cause of the damage
- To provide the requested documents and information about the event and losses
- To report the event to the relevant authorities (police, fire brigade), depending on the situation
- To notify the authorised representative of the insurance company Warranty Expert (Garantijū centras UAB) about the event within 3 calendar days by phone at +370 700 33300 or on the website [www.warranty.expert](http://www.warranty.expert)



### When and how do I have to pay?

The insurance premium amounts and its payment terms are specified in the insurance policy. The insurance premium may be paid by a bank transfer or in cash



### When does the insurance coverage commence and end?

The validity dates of the insurance contract are specified in the insurance policy. If the premium or the first premium instalment is not paid in due time, the insurance contract shall not enter into force

The insurance cover expires on the date specified in the insurance policy, upon termination of the insurance contract, when the insured property no longer exists



### How can I terminate the contract?

The contract can be terminated at any moment by notifying the insurance company's authorised representative Warranty Expert (by phone at +370 700 33300 or on the website [www.warranty.expert](http://www.warranty.expert)). The request to terminate the contract must be signed by the insured person or his/her authorised agent. The conclusion and performance fee of the contract and the amount of insurance benefits paid and/or reserved under this insurance contract may be deducted from the refundable insurance premium.

The insurance contract may also be terminated in other cases and in accordance with the procedure established by the provisions of legal acts or the terms and conditions of the insurance contract.

Detailed information is provided in the insurance product rules and / or insurance offer and / or certificate and their annexes