





WHAT I NEED TO KNOW ABOUT MY INSURE DEVICE POLICY (Non - Warranty Claims)





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What's covered

-  - Theft
-  - Loss
-  - Accidental damage
-  - Liquid damage



2

What's NOT covered

-  - Wear and tear
-  - Electronic viruses
-  - Batteries & accessories
-  - Claims under your iCare warranty

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What do I do in the event of a claim?

-  - Fill the claim form in and send to www.istoreinsure.co.za
-  - In the event of a total loss or theft and within 48 hours from date of loss:
 - Contact your cellular network provider and blacklist the device and obtain an ITC Ref number.
 - For damage claims iStore will provide you with a quotation for repair. Please supply this your claim form

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Key points noted overleaf:

- Insurance is for 12 months and then is renewed.
- Theft from vehicle is covered provided violent and forcible entry can be proven.
- Wherever possible we will replace your device on a like for like basis however **we cannot always guarantee a matching of the colour - This is driven entirely by stock availability in SA at the time of loss**

Excess structure

First amount payable in the event of a successful claim:

Any claim submitted within the first sixty days (60) of cover, is subject to an additional excess of 10% of the claim.

First amount payable in the event of a claim:

In the event of a valid claim in terms of this Policy; there is a first amount payable by you. (Often referred to as a Policy Excess).

Replacements

- On the first replacement, you are liable for 10% of the claim.
- On the second replacement, (within 12 months of the first claim), this increases to 20% of the claim.
- Any further losses, (within 12 months of the first claim), this increases to 30% of the claim.

Repairs

- In the case of a repair, you are liable for the first R500 of the claim.
- On the second repair, (within 12 months of the first claim), this increases to R1000 of the claim.
- Any further repair losses, (within 12 months of the first claim), this increases to R1500 of the claim.

Contact details:

Adminplus

Telephone No: - 021 403 9170

Claims: - claims@istoreinsure.co.za

General: - Enquiries@istoreinsure.co.za

Policy queries: - Underwriting@istoreinsure.co.za

