

# Protecting your new mobile



Protect it

Say hello to Team Knowhow Mobile Complete, giving you insurance and Expert Support for your new phone. There's no need to worry if it's damaged, lost or stolen. We'll sort everything out for you and have you back up and running in no time.

Mobile Complete will take care of your claim quickly. We'll aim to replace your Lost or Stolen device within 72 hours\*, and for damaged devices we aim to repair within 10 days\*\*, but if not, we'll get it back to you within 14 days\*\*, and often sooner. We will even supply you with a loan phone when its away\*\*\*.

\*Once the claim is accepted in store. \*\*Working days. \*\*\*Subject to availability



## Helpful info at a glance

(Full information can be found in your terms and conditions, online at [www.teamknowhow.com/ie/protect-it/mobile-phone-insurance](http://www.teamknowhow.com/ie/protect-it/mobile-phone-insurance) or alternatively you can request a copy in store).

You have 30 days to take a Mobile Complete policy after purchasing a new device.

Aviva Insurance Ireland Designated Activity Company, trading as Aviva Underwrites your policy.

You are covered from the moment you sign up. You can choose to pay annually or monthly.

If you need to make a claim, simply visit a Carphone Warehouse store, call our local call centre on **1800 806 200** or email us at: [mobile.complete@teamknowhow.ie](mailto:mobile.complete@teamknowhow.ie).

You have the right to cancel your policy within 14 days of purchasing and will receive a complete refund on premiums paid (unless you have made a claim) and the end of any insured month thereafter.

During your period of cover if we make changes to premium or cover we will always write to you 30 days in advance.

**Warning: Premium may increase after the first twelve months.**

Aviva is a member of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation if Aviva cannot meet its obligations.

If you have a complaint, Contact us by phone on **1800 806 200** or by email on [mobile.complete@teamknowhow.ie](mailto:mobile.complete@teamknowhow.ie).

# Our promises

**We will always make sure that Mobile Complete meets your needs.**

If you need to protect your device then we have the product for you.

**If you do chose to sign up, this leaflet will help you understand what you are and aren't covered for.**

Our sale colleagues will also run through the main benefits and exclusions – remember though all the detail is in the terms and conditions.

**With our policy, as with all others types of insurance, you will need to pay an excess.**

If you need to make a claim. An excess is the first portion of the claim that you pay yourself – we cover the rest. In addition we will make sure you fully understand how to make a claim.

**After you have taken the policy we will always ask you to check that the details you have entered are correct.**

By double checking details we can catch issues that might happen further down the line.

**Finally, once you have signed up to Mobile Complete and you have your new shiny device, remember you will be walking out with your policy documentation.**

Our Experts will always make sure you get these, we advise you to keep them in a safe place.



## Team Knowhow

The Carphone Warehouse Limited t/a The Carphone Warehouse is regulated by the Central Bank of Ireland.

# Mobile Complete

Insurance and Expert Support for your new phone



Protect it



Your premium band and excess amounts are based on which band your phone falls into. These bands are based on the type of phone you have.

Once you take out Team Knowhow Mobile Complete insurance policy and Expert Support you're covered for all sorts of useful things.

Please see below for what's not included in your Team Knowhow Mobile Complete insurance policy.

## Pricing

Band	Monthly premium	Annual premium	Excess
1	€3.99	€47.88	€20
2	€5.99	€71.88	€20
3	€7.99	€95.88	€30
4	€8.99	€107.88	€40
5	€9.99	€119.88	€40
6	€10.99	€131.88	€50
7	€11.99	€143.88	€50
8	€12.99	€155.88	€60
9	€14.99	€179.88	€60
10	€15.99	€191.88	€70

## Key areas we cover

### Mobile Complete

- ✔ Damage to your phone, including liquid damage, that affects how the phone works
- ✔ Theft
- ✔ Loss
- ✔ Breakdown of your phone after the manufacturer's or Team Knowhow warranty expires
- ✔ Cover for accessories purchased from Carphone Warehouse that are stolen, lost or damaged at the same time as your phone up to €300
- ✔ Worldwide cover
- ✔ Unauthorised Use

### Expert Support

- ✔ 24/7 expert support and advice over the phone
- ✔ Expert Support in store at selected Carphone Warehouse locations
- ✔ Remote assistance

## Key areas we do not cover

- ✘ Any claim for theft or loss that occurs whilst the user has deliberately left the phone unattended and unsecured
- ✘ Damage caused by general wear and tear or cosmetic damage such as dents. Scratches or any other type of damage that does not effect how the device works
- ✘ Any claim for theft from an unattended vehicle, unless the vehicle was locked and the phone concealed from view
- ✘ The excess you need to pay towards any claim (no excess on breakdown)
- ✘ Claims for breakdown before the manufacturer's or Team Knowhow warranty has expired
- ✘ Any claim for unauthorised use unless the network provider is notified within 24 hours of discovery

Other exclusions apply; please refer to the insurance terms and conditions at:  
[www.teamknowhow.com/ie/protect-it/mobile-phone-insurance](http://www.teamknowhow.com/ie/protect-it/mobile-phone-insurance)



### Call

To speak to us about your policy or to make a theft & loss claim call us on **1800 806 200**. Lines are open 9am-6pm Monday to Friday, 10am-6pm on Saturday. Lines are closed on Sunday.



### Visit

Find your nearest Carphone Warehouse at [www.teamknowhow.com/storelocator](http://www.teamknowhow.com/storelocator)

### 24/7 Expert Support

Call us day or night on **1800 806 200**.



### Online

Go online to:  
[www.teamknowhow.com/ie/protect-it/mobile-phone-insurance](http://www.teamknowhow.com/ie/protect-it/mobile-phone-insurance)