



uCover Service Plan

This is a summary of the policy and does not contain the full terms and conditions of the cover, which can be found in the service plan document. It is important that you read the terms and conditions carefully.

Name of the Provider

This product is provided by uCover.

What is a Service Plan?

This Service Plan provides for repair or replacement costs, incurred as a result of the sudden and unforeseen failure on an insured component arising from any permanent mechanical or electrical defect. Your policy provides unlimited claims up to the original purchase price of the product in aggregate.

Significant or unusual Exclusions or limitations

Please refer to the terms and conditions for full details.

- Return charges where a fault cannot be found with the equipment
- Accidental Damage
- Wear & Tear is excluded
- Use of the equipment in a commercial environment
- Costs not authorised by the provider or its appointed engineers
- Faults relating to the installation of the equipment
- Work, which relates to a manufacturer recall
- Deliberate damage or neglect of the equipment

Duration of Service Plan

Cover is provided for a fixed period of 9 months after the expiry of the 3 month standard warranty.

Cancellation right

We hope you are happy with the cover this Service Plan provides. However, you have the right to cancel this Service Plan anytime if cancelled within 30 days of receiving the policy documentation to receive a full refund. We will have the right to cancel this policy by giving you 14 days notice at any time.

Making a claim

If you have a claim please telephone uCover on 0871 971 0004 (calls may be recorded for training and claims purposes)

How to complain

If you have a complaint about this Service Plan please contact uCover customer services
www.buyitdirect.co.uk/emessage

If you are not happy with the response please write to the Managing Director of uCover at:
Buy It Direct Ltd, Trident Business Park, Leeds Road, Huddersfield, HD2 1UA