



APPLECARE+ - KEYFACTS – UNITED KINGDOM

This *keyfacts* document briefly summarises your insurance coverage with AppleCare+. This document does not contain the full terms of AppleCare+; complete coverage details can be found in the AppleCare+ Terms & Conditions. If you choose to purchase AppleCare+, it is important that you read and keep this *keyfacts* document and the AppleCare+ Terms & Conditions as they contain everything you need to know. You should review your coverage periodically to ensure that it meets your needs.

Product Summary

AppleCare+ is an insurance policy provided by AIG Europe Limited (“AIG”). AppleCare+ provides you with:

- (1) up to two years of repair or replacement coverage for your Apple iPhone, iPad or iPod including:
 - up to two claims of accidental damage, each subject to a policy excess of £55 for iPhone, £39 for iPad and £25 for iPod,
 - failure of the battery to hold an electrical charge of fifty per cent (50%) or more from its original specification, and
- (2) access to Apple telephone technical support if your iPhone, iPad or iPod ceases to work correctly.

Significant Features, Conditions and Exclusions

AppleCare+ coverage is subject to certain terms, conditions and limitations. A summary of these is shown below. Please read your AppleCare+ Terms & Conditions for full details.

- AppleCare+ is only available to UK residents aged 18 or over (see clause 6.2.4).
- AppleCare+ does not cover your iPhone, iPad or iPod for loss or theft, wear and tear, or for cosmetic damage which does not affect the functioning of the device (see clause 5.1).
- AppleCare+ does not cover you for failures due to defects in design, materials or workmanship. Such failures may be covered by your rights under consumer law or by Apple’s One-Year Limited Warranty (see clause 5.1.8).
- AppleCare+ is limited to two claims for accidental damage (see clause 4.5).
- A policy excess of £55 for iPhone, £39 for iPad or £25 for iPod will be payable each time you make an accidental damage claim in the UK. If you make a claim in a different country, the policy excess varies (see clause 4.4).

Premium

The premium for AppleCare+ is £79 for iPhone or iPad or £49 for iPod inclusive of applicable taxes, details of which are in the AppleCare+ Terms & Conditions.

Period of Insurance

Your AppleCare+ hardware coverage only starts on the date you purchase AppleCare+. This means that if you buy AppleCare+ up to 30 days after you purchase your iPhone, iPad or iPod, you will only receive hardware coverage from that date. The technical support coverage starts on expiry of the complimentary 90 days cover provided by Apple, which starts on the date you purchase your iPhone, iPod or iPad. Both types of coverage end 24 months from the date you purchased your iPhone, iPad or iPod (and not the date you purchased AppleCare+), as shown in your Proof of Coverage certificate or sales receipt.

Your AppleCare+ coverage may end earlier if you have exercised your right to cancel. If you are no longer eligible to make a claim for accidental damage, your hardware coverage for battery depletion and

telephone technical support, will continue for 24 months from the date of purchase of your iPhone, iPad or iPod.

Cancellation

You may cancel AppleCare+ at any time. If you have not made any claims and you cancel within 30 days of purchasing AppleCare+, you will receive a full refund. If you have not made any claims and cancel after this 30 day period you will receive a pro-rata refund depending on how long you have had AppleCare+. If you have made a claim and received a benefit under AppleCare+, the value of such benefit will be deducted from any refund. This may result in no refund being due to you.

Making a claim

To make a claim, call Apple on (+44) 0844 209 0611. If you are making a claim for hardware coverage you can also make a claim by visiting an Apple retail store or an Apple Authorised Service Provider. You must make your claim as soon as possible after the problem has occurred.

Please retain your original sales receipt and/or your Proof of Cover certificate as you may be required to provide proof of purchase to confirm the eligibility of your iPhone, iPad or iPod for coverage under AppleCare+. For full details about making a claim please see the AppleCare+ Terms and Conditions.

Complaints

AIG and Apple believe you deserve a courteous, fair and prompt service. AIG have asked Apple to deal with claim and underwriting complaints on its behalf to ensure you have one point of contact on all matters. If there is any occasion when the service you receive does not meet your expectations, please contact Apple using the appropriate contact details below quoting the device serial number:

<u>Write to:</u>	Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland
<u>Telephone:</u>	(+44) 0844 209 0611
<u>Online:</u>	Via Contact Apple Support at www.apple.com/support/contact
<u>By Facsimile:</u>	+353 (0)21 428 3917
<u>In Person:</u>	Any Apple-owned retail store, listed on http://www.apple.com/retail/storelist/

If you are still not satisfied with the outcome of your complaint, you may be entitled to refer it to one of the following Ombudsman who will review your case. Apple will provide details of how to do this at the conclusion of the complaint process.

Address:	Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London, E14 9SR
By Telephone:	0800 0234 567 or 0300 123 9 123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)
Email:	complaint.info@financial-ombudsman.org.uk

Address: The Republic of Ireland Financial Services Ombudsman
9SR 3rd Floor
Lincoln House
Lincoln Place
Dublin 2
Ireland

By Telephone: +353 16620899

By Email: enquiries@financialombudsman.ie

Following this complaint procedure does not affect your right to take legal action. For full details about making a complaint please see your AppleCare+ Terms and Conditions.

About AIG

AIG is a firm authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority (Firm Reference Number: 202628) in the United Kingdom. This information can be checked by visiting the Financial Services Register (www.fsa.gov.uk/register/home.do). AIG is registered in England (company number 1486260) and has its registered office at The AIG Building, 58 Fenchurch Street, London, EC3M 4AB.

Compensation

As a regulated entity, AIG is covered by the Financial Services Compensation Scheme (the “FSCS”). You may be entitled to compensation from the FSCS if AIG is unable to meet its obligations. For further details about the FSCS please refer to the AppleCare+ Terms & Conditions.

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