AppleCare+ for Apple Vision Pro

Insurance Product Information Document

Company: American International Group UK Limited
Product: AppleCare+ Policy

Registered in the United Kingdom. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN 781109).

This document is for information purposes only and gives you a brief overview of the main contents of your insurance policy. Please see the below information and the AppleCare+ Terms and Conditions document for full details.

What is this type of insurance?

AppleCare+ is an insurance policy covering you during the policy period for repairs or replacement of your covered Apple Vision Pro in the event of accidental damage or battery depletion and it gives priority access to expert technical support from Apple.

What is insured?

- ✓ AppleCare+ covers you for repair or replacement of your covered Apple device in the event of accidental damage with each claim being subject to a policy excess. If it is not possible to repair or replace your covered Apple device, you will be provided with a cash equivalent.
- ✓ AppleCare+ provides cover for the chargeable battery included with your covered Apple device purchase should this battery fail to hold an electrical charge of eighty percent (80%) or more from its original specification.
- ✓ AppleCare+ gives you priority access to Apple experts for technical support if your covered Apple device ceases to work correctly.

What is not insured?

- ✘ The policy does not cover your Apple device for loss or theft, normal wear and tear, intentional, reckless or willfully caused damage, fire, or cosmetic damage which does not affect the functionality of the device, with the exception of the cover glass.
- ✘ The policy does not cover your Apple device for excessive or catastrophic physical damage (e.g., products bent, crushed, or submerged in liquid), caused by abuse or misuse.
- ✘ The policy does not cover you for failures due to defect in design, workmanship, modification or any alteration of the covered Apple device.
- ✘ The policy does not cover products that are not the covered Apple devices under the policy.
- ✘ The policy does not cover third-party accessories, including but not limited to, prescribed or other corrective lenses.
- ✘ The policy does not cover you for service or repairs performed by anyone who is not Apple or an Apple authorised service provider.
- ✘ The policy is not available to persons under 18 years of age or persons whose main place of residence is outside the UK (UK excludes Isle of Man and Channel Islands).
- ✘ The policy does not cover issues that could be resolved by upgrading software to the latest version.
- ✘ The policy does not cover damage to or loss of any software, data, or recovery and reinstallation of software.

Are there any restrictions on cover?

! Each valid claim for accidental damage under this policy may be subject to an applicable policy excess which, if applicable, must be paid by you before you are entitled to benefits under this policy.

Where am I covered?

✓ If you purchase cover for your Apple device you are protected by the AppleCare+ policy worldwide, providing you seek service at Apple or, if applicable, an Apple authorised service provider.

✓ If you seek to make a claim in a country that is not the country of purchase, subject to service being available in that country, you will need to comply with all applicable import and export laws and regulations, and you will be responsible for all customs duties, value added tax and other associated taxes and charges that may apply.

What are my obligations?

— You will take all reasonable precautions to protect your covered Apple device against an insured event and shall use and maintain the Apple covered device in accordance with its manufacturer instructions.

— You must report your claim as soon as possible by one of the methods, and by following the claims procedure, set out in the policy.

— You must provide information about the symptoms and causes of the damage to or problems you have experienced with the covered device when making a claim. To allow Apple to troubleshoot and otherwise assist with your claim, if requested you must provide information, including but not limited to the device serial number, model, version of the operating system and software installed.

— You must ensure where possible that your software and data residing on the covered device is backed up. Apple will not be responsible for any loss of software or data residing on the covered device when it is submitted as part of a claim under this policy.

— You will be responsible for reinstalling all other software programs, data and passwords onto the device.

When and how do I pay?

For Fixed-Term Policies, if you agree to pay the premium in full upfront, it must be paid before you can receive coverage or technical support, and no claim will be met under this policy if the premium has not been paid in full.

If you pay the premium by instalments, you will be required to enter into a payment plan agreement with a payment plan provider, and you will receive the hardware coverage or technical support from the time you enter into the payment plan agreement. You must ensure to pay your instalments in accordance with the terms and conditions of your payment plan agreement.

For Monthly Policies, the method of payment used to purchase your initial policy will be automatically charged in advance of the first day of each month unless and until cancelled. Your premium must be paid before you can receive coverage or technical support.

When does the cover start and end?

Coverage starts on the date you purchased AppleCare+. This means that if you buy AppleCare+ after you purchase your Apple device, you will only receive coverage on your covered Apple device from that date.

For Fixed-Term Policies, coverage ends 24 months from the date you purchased AppleCare+ as shown on your sales receipt for your device, unless otherwise stated on your proof of coverage certificate. For Monthly Policies, your monthly coverage will automatically renew each month unless and until cancelled.

Coverage may end earlier if you have exercised your right to cancel.

How do I cancel the contract?

You may cancel this policy effective immediately by visiting support.apple.com/en-gb/118428. If you do not see your Policy when you try to cancel it you may need to finish setting up your Apple Account. For further assistance, please refer to support.apple.com/HT202704. You may also cancel this Policy at any time for any reason by calling Apple on +44(0)800 107 6285 or by writing to Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland. You may also cancel a Monthly Policy by turning off the renewal Premium billing by calling Apple on +44(0)800 107 6285 or sending an email to Insurance_Mediation_EMEIA@group.apple.com. If you have made a claim and received a benefit under AppleCare+ the value of such benefit will be deducted from any refund issued. This may result in no refund being due to you.

For Fixed-Term Policies, if you cancel within thirty (30) days of purchasing AppleCare+, you will receive a full refund. If you purchased from an Apple authorised reseller you will need to contact them to cancel your policy within thirty (30) days of purchase. If you cancel after this 30-day period, you will receive a pro-rata refund depending on how long you have had AppleCare+. For Monthly Policies, if you cancel the policy within fourteen (14) days of your initial purchase or renewal of the Policy, you will receive a full refund of the monthly Premium paid. If you cancel your Monthly Policy more than fourteen (14) days after the date of your initial purchase or renewal, you will be entitled to a pro rata refund based on the percentage of unexpired time on your Monthly Policy.

For Fixed-Term Policies, if you pay your premium in instalments, you may cancel the policy by contacting Apple or the payment plan provider directly and requesting that they cancel your policy on your behalf.