

Your Details

Company Name	
Contact Email Address (if you would like a monthly invoice)	
Address	
Contact Name	
Contact Number	

Insurance Plan Required (Prices per month)

Economy Cover £3.99
1 item up to the value of £150

Standard Cover £5.99
1 item up to the value of £400

Executive Cover £7.99
1 item up to the value of £1,000

SME 5 £14.99
5 items up to the value of £200 per item

Mobile Office 3 £14.99
3 items up to the value of £500 per item

Mobile Office 5 Standard £19.99
5 items up to the value of £500 per item

Mobile Office 5 Executive £27.99
5 items up to the value of £750 per item

Mobile Office 10 £29.99
10 items up to the value of £350 per item

Handset Details

Make	Model	IMEI	Mobile Number

Callmaster Mobile

C3 Endeavour Place, Coxbridge Business Park, Farnham, Surrey, GU10 5EH

T: 01252 854352 E: support@callmastermobile.co.uk W: www.callmastermobile.co.uk



Handset Details Continued

Direct Debit Details

Account Name	
Branch Sort Code	
Account Number	

Customer agreement

Full name	
Date	
Signature	



THEFT



ACCIDENTAL LOSS



ACCIDENTAL DAMAGE



LIQUID DAMAGE



EXTENDED WARRANTY



WORLDWIDE INTERNATIONAL COVER



LOW EXCESS



FAMILY COVER

48

48 HOURS CLAIMS PROCESSING



FREE BACKUP AND LIVE SYNC ON ALL POLICIES

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Terms and conditions

Loss or damage is not covered when caused by:

- You deliberately damaging or neglecting the electronic equipment;
- You not following the manufacturer's instructions;
- Routine servicing, inspection, maintenance or cleaning;
- The use of accessories.

Also not covered:

3. Repair or other costs for:

- routine servicing, inspection, maintenance or cleaning;
 - loss caused by a manufacturer's defect or recall of the electronic equipment;
 - replacement of or adjustment to fittings, control knobs or buttons, batteries or aerials;
 - repairs carried out by persons not authorised by us;
 - wear and tear or gradual deterioration of performance.
4. Any kind of damage whatsoever unless the damaged electronic equipment is provided for repair.
5. Any loss involving a SIM (subscriber identity module) card.
6. Any expense incurred as a result of not being able to use the electronic equipment, or any loss other than the repair or replacement costs of the electronic equipment.
7. The first £40 of each theft, accidental damage or breakdown claim or the first £60 of each accidental loss claim. The first £75 of any claim for a laptop or any claim which occurs outside the UK, Isle of Man and Channel Islands.
8. Loss of or damage to accessories of any kind.

Please note: if you are insuring an item without SIM card capability, all exclusions relating to SIM cards are not applicable.

9. War Risk

Terrorism, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.

1. Nuclear Risk

Damage or destruction caused by, contributed to or arising from:

- a. ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
- b. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.

2. Sonic Boom

Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.

1. Loss of Data or Software

Any loss of or damage to information or data or software contained in or stored on the electronic equipment whether arising as a result of a claim paid by this insurance or otherwise.

2. Any loss or damage arising from accidental damage, theft, accidental loss, breakdown or from any cause whatsoever.

3. Liability of whatsoever nature arising from ownership or use of the electronic equipment, including any illness or injury resulting from it.

4. Value Added Tax (VAT) where you are registered with HM Revenue and Customs for VAT.

Theft is not covered if:

- from any commercial vehicle, convertible or soft top vehicle;
- from any motor vehicle where you or someone acting on your behalf is not in the vehicle, unless the electronic equipment has been concealed in a locked boot, locked glove compartment or other locked internal compartment and all the vehicle's windows and doors closed and locked and all security systems have been activated;
- if left on any motor vehicle roof, bonnet or boot;
- from any type of transport except as permitted above;
- from any building, land or premises unless force, resulting in damage to the building or premises, was used to gain entry or exit;
- from your control or the control of any member of your immediate family, except where it has been concealed either on or about the person and not left unattended, or the use of physical force or violence against the person has been used or threatened;
- where the electronic equipment has been left unattended when it is away from your home;
- where reasonable precautions have not been taken;
- if the serial number has been tampered with in any way.

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Terms and conditions

Replacement:

This policy offers replacement only and is not a replacement as new policy. If the electronic equipment cannot be replaced with an identical electronic equipment of the same age and condition, we will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original electronic equipment.

Claims procedure:

1. You must:

- notify Callmaster Mobile Ltd on 01252 854352 as soon as possible in any event of any incident likely to give rise to a claim under this insurance;
 - report the theft or accidental loss of any mobile phone or PDA, within 12 hours of discovery to your Airtime Provider and blacklist your handset;
 - report the theft or accidental loss of any electronic equipment to the Police within 24 hours of discovery and obtain a crime reference number in support of a theft and a lost property number in support of an accidental loss claim;
 - provide us with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss including but not limited to household insurance. Where appropriate a ratable proportion of the claim may be recovered direct from these Insurers.
2. If we replace your electronic equipment the damaged or lost item becomes ours. If it is returned or found you must notify us and send it to us if we ask you to.

WARNING: We will process your claim under the terms and conditions of this insurance based on the first reason notified to us for the claim. If your claim is not covered and you then submit a claim having changed the reason we consider this as fraud. Details of all such cases will be passed to appropriate agencies for action.

Conditions and limitations:

1. Unless we have agreed differently with you, English law and the decisions of English courts will govern this insurance.
2. This insurance only covers electronic equipment bought and used in the UK, the Isle of Man and the Channel Islands. Cover is extended to include use of the electronic equipment anywhere in the world up to a maximum of 60 days in total, in any single 12 month period, subject to any repairs being carried out in the UK by repairers approved by us.
3. The electronic item must be less than 6 months old with valid proof of purchase (not from online auctions) when the policy is started.
4. You must provide us with any receipts, documents or proof of purchase, that it is reasonable for us to request.
5. This insurance may only be altered, varied or its conditions altered or premium changed by one of our authorized officials, giving you 30 days' notice in writing.
6. We may cancel the policy by giving you 30 days' notice in writing. In the event of any claim you are responsible for the payment of any outstanding premium.
7. You cannot transfer the insurance to someone else or to any other electronic equipment without our written permission.
8. You must take all reasonable precautions to prevent any loss or damage.
9. Cover excludes costs or payments recoverable from any party, under the terms of any other contract, guarantee, warranty, or insurance
10. In respect of monthly policies if the Direct Debit premium payment is cancelled or unsuccessful at any given point, no benefits shall be due whatsoever.

An excess of £75.00 will be charged for Theft, Accidental Damage, Breakdown or Liquid Damage IF the item is worth more than £500.00 inclusive of VAT.

Cancellation:

You may cancel the insurance, without giving reason, by sending us written notice and returning the insurance documents within 14 days of it starting of (if later) within 14 days of you receiving the insurance documents. We will make a charge equal to the period of cover you have had, but this charge will be at least 50% plus the insurance premium tax. If you wish to cancel your insurance and pay monthly after the **withdrawal period** you can do so by telephoning 01252 854352 allowing one months' notice. For policies of longer duration you are only entitled to cancel within 14 days of receiving your policy documents.

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