

# Homecare Extended Warranty

## Product Information Document (Homecare)

**Company:** First Senior Insurance Services Limited is registered in England & Wales, Company Number 3504591 and is authorised and regulated by the Financial Conduct Authority under Firm Reference Number (FRN) 308478. Registered address: Unit 2, Cotswold Business Park, Caddington, LU1 4AR. First Senior Insurance Services Limited is an intermediary and not an insurer.

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**Insurer:** NPA Insurance Limited t/a Peach. NPA Insurance Ltd, Company Number 00064269, registered address: Mallinson House, 40 – 42 St Peter's Street, St Albans, Herts, AL1 3NP is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number is 202069.

**Product:** First Senior 5 Star Extended Warranty – Homecare.

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Therefore, for the full terms and conditions you should refer to the policy wording. You will also receive a certificate of insurance showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

### What is this type of insurance?

- This insurance provides cover for unforeseen costs surrounding Homecare Products (Straight Stairlifts, Curved Stairlifts, Riser Recliner Chairs, Riser Beds, Bathlifts & Mobile Hoists)
- Your certificate of insurance and policy wording will show the limits that will apply to your level of cover.



### What is insured?

- ✓ New & Used products under 8 years old at date of policy commencement.
- ✓ Electrical Failure when the manufacturer's warranty has expired.
- ✓ Mechanical failure when the manufacturer's warranty has expired.
- ✓ All relevant call out charges, labour and parts.
- ✓ Products with a retail value of £8,000 or less.



### What is not insured?

- ✗ New & Used products over 8 years old at date of policy commencement.
- ✗ Accessories and consumable items including but not limited to batteries, fuses, bulbs, leads and terminal connections.
- ✗ Theft.
- ✗ Wear & Tear.
- ✗ Any wilful malicious act, accidental damage or neglect.
- ✗ The first 45 days for used products.
- ✗ The cost of routine servicing.



### Are there any restrictions on cover?

- ! New warranties have to be taken out within 45 days of purchasing the new product.
- ! You must take all precautions to prevent accidents, injury, loss or damage.
- ! You must use and maintain your Homecare product according to the manufacturer's instructions.



### Where am I covered?

- ✓ Cover is provided within the United Kingdom, the Isle of Man and the Channel Islands.



### What are my obligations?

- You must answer our questions honestly, accurately and provide true and complete information, and tell us of any changes in your circumstances that may affect your insurance and the cover provided throughout the period of cover.
- You must tell us as soon as you become aware of any loss or damage which may lead to a claim.
  - Written notification of all the items subject to your claim must then be advised to us as soon as possible.
  - Full supporting information in respect of any loss or damage must be provided within 30 days after initial notification.
- You must comply with all the conditions set out in the policy.
- You must pay the premium shown on the certificate of insurance.



### When and how do I pay?

You must pay your premium as an annual one-off payment before the start of the insurance period. Payment may be made online (for new policies only), by calling us on 01582 840067 or by sending payment details with an application form in the post.



### When does the cover start and end?

Your cover will start on the date you specify and will end on the date specified and confirmed in the certificate of Insurance determined by the period of cover you have chosen. This forms the term of your policy.



### How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day, on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. You may cancel the insurance cover after 14 days by informing First Senior Insurance, Unit 2 Cotswold Business Park, Millfield Lane, Caddington, Bedfordshire LU1 4AR and returning your policy documentation, you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered provided no claims have been made. This will be calculated on a pro-rata basis for the period in which you received cover and will include an additional charge to cover the administrative cost of providing the policy and an administration charge to cancel the policy.