



Extended Warranty Insurance

1 Learning Schemes

Product Guide

For the internal use of clients of Burnetts only

Introduction

Burnetts have been providing Extended Warranty insurance to schools and educational establishments since 2014.

We have developed a bespoke product to help manage the risks with IT equipment.

The Cover

Our insurance product provides the school or education establishment with protection against mechanical breakdown or hardware failure to devices outside of the manufacturers warranty period. The devices we can insure includes:

- Tablets
- Laptops
- Desktops
- and much more...

This cover for these devices includes:

- Where a device won't turn on, and no damage is obvious
- Where the fan fails
- Where the hard disk drive fails
- Where the motherboard fails
- Where the screen fails
- Cover anywhere in the United Kingdom including for school trips or family holidays
- Cover extended Worldwide for up to 90 days in any 12 month period

Other key features

This product includes:

- No excess to pay in the event of a claim
- Automatic reinstatement of the cover following a successful claim
- Online claim notification

Who is eligible?

Extended Warranty insurance is available to pupils who are enrolled full-time, or staff employed either part-time or full-time at an education establishment.

The cover is not available should a pupil or member of staff leave the school during a scheme. We will consider the cover for such a device to have terminated at the point they have left the school irrespective of whether they have kept the device. However should the device transfer to a new pupil or staff member, the benefit of the insurance will also be transferred to that individual.

Cases

It is a requirement that certain conditions are adhered to in order to comply with the terms and conditions of the insurance.

Tablet devices must be kept in cases at all times for the insurance cover to be in place.

Laptop devices must be kept in cases whilst not in use for the insurance cover to be in place.

All cases must be approved with Burnetts prior to setting up the a policy. Burnetts reserve the right to refuse to provide an insurance policy where the case has not been approved. Cases cannot be substituted without our prior agreement.

For a list of currently approved cases please view the Cases page on the Burnetts Client Portal or alternatively contact a member of the Burnetts team.

Making a claim

Each school is given a unique URL and password with which to log the claims.

They will have a choice as to how they set up the Online claims portal:

1. They may provide the student or teacher (authorised users of the device) with the unique link to log a claim, the user may submit the claim and we, and the school, (a designated school contact and email account of their choice) will receive a copy of the claim form by email.
2. They may provide the student or teacher (authorised users of the device) with the unique link to log a claim, the user may submit the claim and the school, (a designated school contact and email account of their choice) will be asked to approve or decline the claim that has been submitted prior to us receiving it.

Making an online claim is a five step process. We require details of the damage to the device.

For tablets, we will supply the school with a number of pre-paid sleeves for them to submit the devices to our repairer. Once the claim has been approved we will advise the school to send the device off for repair.

For laptops or larger devices, our repairer will arrange for a courier to collect the damaged device and deliver it to the repairer.

All collection and delivery courier costs are included within the cost of the insurance.

A member of a claims team will always be available to assist during our normal working hours with any online claim, or if a paper claim form is required.

Wherever possible replacement devices are issued through the original vendor.

The screenshot displays the Burnetts website interface. At the top left is the Burnetts logo, and to its right are navigation links for Home, About Us, FAQs, and Contact Us. Below the navigation is a 'Latest News' section with two news items: 'Important Information, Posted on 01 April 2015 at 16:04 PM by Jamie' and 'Passcode, Posted on 16 March 2015 at 14:54 PM by Jamie'. A 'View More' link is positioned below the second news item. The main heading is 'Making a Claim Online'. Below this heading, there are three paragraphs of text providing instructions on how to complete the online claims process, including a note that failure to provide accurate information may lead to a claim being declined. There are two purple call-to-action buttons: 'Before you start to make your claim' and 'For theft claims'. The 'Before you start to make your claim' button is followed by a list of requirements: 'Make sure that you have the Make, Model and Serial number of the equipment.' and 'If you are a teacher, and you are submitting a claim for a pupil, you will need their parent's email address.' The 'For theft claims' button is followed by a requirement: 'Before you start to submit your claim, you must have reported the theft to the police and have the crime reference number.' At the bottom right of the page is a green 'Make Claim' button. The footer contains the copyright notice: '© Copyright 2014 Synegy Online Claims 2014 | Terms and Conditions | Contact Us'.

Cover Options

Extended Warranty insurance is available as standard for terms of 12 or 24 months following the expiry of a manufacturers warranty period.

Other term requirements can be looked at on request.

Payment Options

The premium may be paid upfront at inception or annual / quarterly instalments by Direct Debit Mandate.

Exclusions

Like all insurance policies there are some things which can't be covered.

These exclusions include:

- Wilful act or neglect or misuse of the equipment
- Use of the equipment by any authorised user for anything other than its intended purpose
- Accidental damage howsoever caused
- Rust, corrosion, or water damage
- Dismantling, transit, modification, re-installation or the fitting of upgrades or accessories
- Failure to follow manufacturer's instructions
- Theft, fire, lightning, explosion, flood or other causes external to the equipment
- Appliance accessories or peripherals that were not an integral part of the original installation
- An incorrect or abnormal electrical supply, defects in external wiring, cable or electrical connection not forming part of the original installation

This policy does also not cover:

- Repair or replacement covered by a manufacturer recall of the equipment
- Consequential loss of any kind.
- Equipment for which the serial numbers have not been provided
- The part costs of manufacturer defined engineering replaceable consumables and limited life elements, including but not limited to internal batteries, rechargeable battery packs

Cancellation

The policy may be cancelled at any time within the first the first 14 days and a full refund will be given provided no claims have been made.