



## How does my FoneCare Membership work?

Your membership gives you a wide range of benefits and discounts on mobile phone products. Additionally if your phone is accidentally damaged, lost or stolen then you can request that we replace your phone. FoneCare also backs up your manufacturer's guarantee; if your phone develops a fault it is always covered regardless of its age and you won't have to wait while your phone is repaired.

## What to do if your phone is lost or stolen?

It's so easy! Just fill in our online form. If you have any questions while completing the form just call our FoneCare support line and we will talk you through the process. Please remember that if your phone has been lost or stolen you will need to contact your Network as soon as possible and certainly within 24 hours. You should also report any loss or theft to the police within 24 hours to obtain a crime or loss number.

### Extended Warranty

Your phone is covered for natural failure due to faults in materials or workmanship for 12 months from date of purchase by the manufacturer. Should you need to claim against the manufacturer's warranty return your device to the place of purchase; they will typically take one to three weeks to repair the device.

Alternatively if your phone is faulty in this manner you can request FoneCare to replace it. You will need to submit a request online and pay an admin fee. Your handset must be posted to FoneCare's service partner at your own expense.

### Loss

FoneCare can replace your phone if it is accidentally lost however we would not cover you if you simply cannot remember where you left your phone. FoneCare require that you take reasonable care of your phone. Any loss must be reported to the police within 24 hours; they will issue a lost property reference which will be required when submitting your request for a replacement. FoneCare does not cover handsets which are lost in transit, regardless of whether they are being sent to FoneCare, the customer, or a third party.

### Damage

FoneCare can replace your phone if it suffers accidental damage however this assumes you have taken reasonable care of your phone and have not placed it in a vulnerable situation. Not taking reasonable care would include, but is not limited to, using your phone in the rain or leaving the phone somewhere where you should know it would be damaged. FoneCare will not provide a replacement if the phone is intentionally damaged by the user or anyone else. All damaged handsets must be returned to FoneCare for inspection before a replacement will be issued. Your handset must be posted to FoneCare's service partner at your own expense.

### Theft

FoneCare will replace your phone if it is stolen from your person or from a locked building. Theft from a vehicle is not covered. Unattended phones are not covered, for example if a phone is stolen from a coat which is not being worn or an unattended handbag. All thefts must be reported to police within 24 hours who will issue a crime reference number which is required before a replacement phone is issued.

### Third Party Usage

FoneCare will only replace your phone if an incident occurs while it is in the control of the person paying FoneCare membership or another person they have authorised to use the phone.

### Reasonable Care

FoneCare may refuse to replace a phone if you have not taken reasonable care of your phone and, to the best of your ability, not allowed the phone to become vulnerable. FoneCare will not replace phone that has been subject to modifications not authorised by the manufacturer.

### Disclosure

If you cannot provide a complete, accurate and detailed account of an incident when requesting a replacement FoneCare may refuse to replace your phone or may offer an alternative model. Your phone is worth between £200 and £600 and FoneCare expects you to treat it with the care appropriate to such an expensive item.

### Cancellation

FoneCare membership can be cancelled at anytime with immediate effect. Simply stop the Direct Debit with your bank or contact FoneCare. FoneCare membership provides no cover after the point of cancellation.

## Important information

### FoneCare Membership is not an insurance policy or guarantee.

The replacement of your phone is at the discretion of FoneCare and in some cases we may use a refurbished Handset.

FoneCare Membership is limited to the original handset purchased when subscribing to FoneCare membership. If you have a different phone FoneCare will not replace it even if you use the same mobile phone number.

We do not refund overpayments. It is the member's responsibility to inform FoneCare when they no longer require Membership and to cancel their membership Direct Debit with their bank.

FoneCare does not cover SIM cards or accessories and it is the member's responsibility to obtain a replacement SIM card from their network operator where needed.

FoneCare may refuse to replace handsets which have been unlocked, 'Jailbroken' or otherwise altered by software not supplied by the manufacturer, including 'Apps' not distributed by the official marketplace appropriate to your phone.

All incidents must be reported to FoneCare within 24 hours or as soon as reasonably possible or FoneCare may refuse to issue a replacement phone. Incidents of Loss or Theft must be reported to the police and your network within 24 hours or FoneCare may refuse to issue a replacement.

FoneCare provides no protection against unauthorised calls.

The maximum value of any replacement phone depends on which membership you subscribe to.

For £6 Standard membership it is £250

For £8 Plus Membership it is £400

For £12 Premium Membership it is £600

The cost of a replacement over these values must be paid by the customer in addition to their administration fee before a replacement phone will be issued. Alternatively FoneCare can supply a replacement phone of a lower cost.

If your original model is no longer available FoneCare will offer an alternative replacement of equivalent or superior specification.

Should your claim be refused, further requests on the same handset will not be accepted. When processing a replacement, FoneCare may require a copy of your most recent itemised bill.

**WITHIN THE FIRST TWO MONTHS OF MEMBERSHIP AN ADMINISTRATION FEE OF £50 IS PAYABLE ON ALL REPLACEMENT REQUESTS INCREASING TO £100 FOR ANY SUBSEQUENT REPLACEMENT REQUESTS. THE ADMINISTRATION FEE IS OTHERWISE £25 FOR THE FIRST REPLACEMENT AND £50 FOR ANY FURTHER REQUESTS. THE FEE TO BE PAID WILL DEPEND ON THE DATE OF THE INCIDENT NOT THE DATE FONECARE ARE INFORMED. ONLY TWO REPLACEMENT REQUESTS WILL BE ALLOWED WITHIN A 12 MONTH PERIOD.**

FoneCare Channel Islands Limited is registered in Guernsey.

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