

Extended warranty insurance

Insurance product information document

AS LHV Kindlustus (14973611), registered in the Republic of Estonia



The information document provides a general overview of extended warranty insurance. This document does not contain all the terms and conditions of the insurance contract based on the insurance interest and requirements. Full information, including pre-contractual information and terms and conditions of the contract, is provided in other documents, such as the offer, terms and conditions of extended warranty insurance and the policy. Unless otherwise agreed, all prior information and communication between the parties shall be in English.

What type of insurance is it?

Extended warranty insurance is a voluntary insurance that protects the insured object of the policyholder in the event of a manufacturing defect during the period of extended warranty insurance.



What is covered?

- ✓ The durable goods specified in the insurance policy are covered.
- ✓ An insured event is a manufacturing defect in the insured object which becomes apparent during the normal use of the object and meets the criteria for a claim under the manufacturer's warranty.
- ✓ The sum insured for the insured object is specified in the insurance contract. This is the insurable value immediately before the occurrence of the insured event. The insurable value is the amount required to purchase an equivalent item.



What is not covered?

- ✗ The following is not covered (a full list is set out in the terms and conditions of insurance):
 - ✗ any damage caused by an external factor;
 - ✗ cosmetic defects;
 - ✗ maintenance work;
 - ✗ unintended use of the object;
 - ✗ use of sub-standard parts;
 - ✗ wearing parts, details and components that are replaced during normal use of the product, such as the battery, accumulator, charger, filter, cartridge, belt, drum, consumables and the like;
 - ✗ a third object left inside the insured object;
 - ✗ stored data, software;
 - ✗ lack of any practical use for the object;
 - ✗ damage sustained gradually over a long period of time;
 - ✗ commercial use of the object, such as rent or lending.



Are there any restrictions on the insurance cover?

- ! The restrictions on insurance cover are set out in the terms and conditions of insurance and in the policy. For example, no compensation will be paid for:
 - ! the part of excess of the occurred damage;
 - ! damage compensated by a third party;
 - ! damage for which a third party is liable;
 - ! damage caused by the policyholder either intentionally or through gross negligence;
 - ! damage resulting from failure to comply with the maintenance requirements set out in the manufacturer's instructions;
 - ! damage caused by sub-standard repairs, the use of sub-standard or incorrect spare parts, accessories or materials, or unauthorised modification of the product;

! damage caused by leaving the insured objects unattended.



Where am I insured?

- ✓ The extended warranty insurance is valid worldwide, but claims are handled in Estonia.



What are my responsibilities?

- Provide LHV Kindlustus with complete and correct information in order to enter into an insurance contract.
- Pay insurance premiums on the due date and in the amount stated on the policy.
- Avoid increasing the insurance risk and do not allow those who use the insured property to increase it either.
- Notify LHV Kindlustus of any increase in the insurance risk, for example, if changes arise in comparison to what is stated in the insurance contract or in connection with the transfer of the insured object.
- Do everything in your power to prevent an insured event and minimise any potential loss.
- Notify LHV Kindlustus of the loss event immediately, but at least within five days after the loss event or becoming aware of it.
- Provide LHV Kindlustus with complete and accurate information regarding the loss event.
- Allow LHV Kindlustus to investigate the circumstances of the insured event.



When and how do I pay?

The amount of the insurance premium and the term for payment are indicated in the policy. The insurance premium is paid by a bank card or bank transfer on the basis of an invoice.



When does the insurance cover start and end?

Insurance cover commences upon conclusion of the insurance contract, on the date stated in the policy.

Insurance cover ends on the expiry date of the insurance period stated in the policy. Insurance cover may also cease before the end of the insurance period if the contract expires or is terminated before then.



How can I cancel my insurance contract?

If you have taken out an insurance contract for a term of more than one year or by means of communication, you have the right to withdraw from the contract within 14 days after concluding it. To this end, send to LHV Kindlustus an application in a format that can be reproduced in writing at www.lhv.ee/et/kindlustus/taganemine or at kindlustus@lhv.ee. In the event of withdrawal, LHV Kindlustus will refund to you a proportionate amount of the insurance premium paid for the unused service.

By agreement of the parties, the insurance contract may be terminated at any time before the end of the insurance period. If the insurance contract is terminated during the insurance period, LHV Kindlustus will refund you the portion of the insurance premium paid that corresponds to the period during which the insurance cover was not in force. To do this, please submit an application to LHV Kindlustus at the e-mail address kindlustus@lhv.ee in a format that can be reproduced in writing, stating the name and current account number of the person to whom the insurance premium is to be refunded. If you have not specified the end date of the insurance contract in your application, LHV Kindlustus will terminate the contract on the next day following the delivery of the application.

An insurance contract cannot be terminated with retroactive effect.