

Equipment insurance and extended warranty insurance

Insurance product information document

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



This information document provides a general overview of equipment insurance and extended warranty insurance. This document does not reflect all of the terms and conditions of the insurance contract based on your insurance interest and needs. Comprehensive information, including pre-contractual information and the terms and conditions of the contract, can be found in other documents, such as the offer, the terms and conditions of equipment insurance and extended warranty insurance, and the policy. The preceding information and communication between the parties shall be in English, unless otherwise agreed.

What type of insurance is this?

Equipment insurance and extended warranty insurance are voluntary insurances which, based on the all-risk principle, protect the customer's equipment in the event of different insured events.



What is insured?

- ✓ The durable goods specified in the insurance contract are insured.
- ✓ 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.
- ✓ An insured event of the insured object under equipment insurance is the following:
 - ✓ theft;
 - ✓ robbery;
 - ✓ unexpected and sudden destruction or damage.
- ✓ An insured event under the extended warranty insurance is a manufacturing defect of the insured object that becomes apparent during normal use of the object and meets the criteria for a manufacturer's warranty claim.



What is not insured?

- ✗ The following are not covered (a full list is set out in the terms and conditions of insurance):
 - ✗ in the case of extended warranty insurance, any damage caused by an external factor;
 - ✗ loss of the object;
 - ✗ cosmetic defects;
 - ✗ maintenance work;
 - ✗ unintended use of the object;
 - ✗ use of sub-standard parts;
 - ✗ internal failure of the insured object;
 - ✗ 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 caused over a long period of time, by factors with a gradual harmful effect, such as gradual wear and tear, deterioration, corrosion, rust, material fatigue or mould;
 - ✗ commercial use of the object, such as rent or lending.



Are there any restrictions on the insurance cover?

- ! The restrictions on the insurance cover are set out in the terms and conditions of the purchase insurance and in the policy. For example, the following is not covered:
 - ! 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 substandard 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 insurance is valid worldwide, but claims are handled in Estonia.



What are my obligations?

- Provide LHV Kindlustus with complete and correct information in order to enter into an insurance contract.
- Pay premiums on the due date and in the amount stated in 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 possible to prevent an insured event and reduce potential damage.
- 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 to be paid by a bank card or bank transfer on the basis of an invoice.



When does the insurance cover begin and end?

Insurance cover commences on the date stated in the policy.

The insurance cover ends on the expiry date of the insurance period indicated in the policy. Insurance cover may also end before the expiry of the insurance period if it is terminated before then.



How can I terminate the insurance contract?

If you have concluded the insurance contract for a term of more than one year or by means of communication, you have the right to withdraw from the insurance 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 on the webpage at www.lhv.ee/et/kindlustus/taganemine or at kindlustus@lhv.ee. In the event of withdrawal, LHV Kindlustus will refund you the insurance premium paid for the unused service in proportion.

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 this end, send to LHV Kindlustus an application in a format that can be reproduced in writing at the e-mail address kindlustus@lhv.ee, stating the name of the recipient of the paid insurance premium and the current account number. If you have not specified the expiry date of the insurance contract in your application, LHV Kindlustus will terminate the contract on the day following the date on which the application is received.

The insurance contract cannot be terminated retroactively.