

Mobile Protection Plan *with Tech Support*



How long could you manage
without your mobile phone?

Our ADSI mobile protection plan
starts from just £3.99 per handset
and covers you against

- ✓ Theft
- ✓ Loss
- ✓ Breakdown
- ✓ Accidental Damage
- ✓ Screen & Liquid Damage



Clear protection cover for your mobile
phone at an affordable cost, with your
very own *Technical Assistant* just a phone
call away...

Please complete this page indicating level of cover required, detach page and send.

Tick here	150 PLAN	Protection for any handset up to the value of £150	£3.99 / month
	250 PLAN	Protection for any handset up to the value of £250	£5.49 / month
	400 PLAN	Protection for any handset up to the value of £400	£7.99 / month
	600 PLAN	Protection for any handset up to the value of £600	£10.99 / month
	800 PLAN	Protection for any handset up to the value of £800	£12.99 / month
	Standard Group Cover	Protection cover for up to 5 handsets, up to the value of £250 each	£21.99 / month
	Premium1 Group Cover	Protection cover for up to 5 handsets, up to the value of £400 each	£34.99 / month
Premium2 Group Cover	Protection cover for up to 5 handsets, up to the value of £600 each	£49.99 / month	
Premium3 Group Cover	Protection cover for up to 5 handsets, up to the value of £800 each	£59.99 / month	

Ask for a quote for over 5 handsets

Company		Contact	
Address			
Telephone		Email	
Signature		Date	

	MAKE/MODEL	IMEI/SERIAL NO.	MOBILE NO.
HANDSET 1			
HANDSET 2			
HANDSET 3			
HANDSET 4			
HANDSET 5			



Instruction to your bank or building society to pay by Direct Debit



Please fill in the whole form using a ball point pen and send to:
 ADSI Ltd, Alexander House, Christy Court, Basildon, Essex, SS15 6TL
 Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Service user number
2 8 6 5 9 6

Reference

FOR ADSI OFFICIAL USE ONLY
 This is not part of the instruction to your bank or building society.

Instruction to your bank or building society
 Please pay ADSI Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with ADSI and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date



DDI7

Banks and building societies may not accept Direct Debit Instructions for some types of account.

This Guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit adsi will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request ADSI to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by ADSI or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when ADSI asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Prices correct as of 1st January 2017

Mobile Protection Plan with Tech Support

Our simple, clear cover includes

- Theft ✓
- Loss ✓
- Breakdown ✓
- Accidental Damage ✓
- Screen & Liquid Damage ✓
- Worldwide loss & damage (UK residents only) ✓
- Replacement handset if yours can't be repaired ✓
- Group Cover for multiple handsets ✓
- Technical Assistance ✓
- Tempered Glass Protector for some handsets ✓



Benefits and Cover of our Protection Plans

	PRICE PER MONTH	DAMAGE EXCESS PER HANDSET	THEFT/LOSS EXCESS PER HANDSET	TECHNICAL ASSISTANCE INCIDENTS P/A
150 PLAN	£3.99 / month	£40	£40	4
250 PLAN	£5.49 / month	£50	£50	6
400 PLAN	£7.99 / month	£75	£100	8
600 PLAN	£10.99 / month	£100	£150	10
800 PLAN	£12.99 / month	£100	£150	10
Standard Group Cover	£21.99 / month	£50	£50	UNLIMITED
Premium1 Group Cover	£34.99 / month	£100	£150	UNLIMITED
Premium2 Group Cover	£49.99 / month	£100	£150	UNLIMITED
Premium3 Group Cover	£59.99 / month	£100	£150	UNLIMITED

Prices exclude VAT



You'll have your very own Technical Assistant

Do you need help setting up your handset?

Technical issues need sorting?

or just need some advice on 'how to' or 'what to do'?

With your ADSI Mobile Protection Plan you get your very own Personal Technical Assistance from one of our experienced advisors. We aim to respond & solve your technical issues within 48 hours of request (during working days)

Summary of Mobile Protection Plan

This is a summary only, please refer to our full terms & conditions for details of the contract, these can be found on our website or a copy is available upon request.

Our Mobile Protection Plan entitles you to repair or replacement of your mobile phone handset once the damaged/ broken item and all the paperwork has been received. Wherever possible the replacement handset will be a model of the same or similar specification.

Our Mobile Protection Plan also gives you access to Technical Support from one of our experts. Technical support can cover handset setup, general settings, advice & assistance with technical issues, up to the number of incidents as clarified in the Plan taken.

The minimum term of the Mobile Protection Plan is 12 months. Your policy will be renewed automatically after 12 months on a 90 days rolling basis unless you cancel it in writing.

We will supply you with a Tempered Glass Protector for the following handsets; iPhone 5, 5s, 5c, 6 and 6 Plus, Galaxy S4 and S5 to be used in conjunction with this Protection Plan.

Handset(s) on the Plan must have been bought as new from ADSI or from a UK VAT registered company, such as a high street store, or official online retailer. If you've had a warranty replacement in the past from your manufacturer, check that it is a 'new' replacement and not a refurbished one. Handsets must be less than 3 months old from start of Plan, unless agreed & at the discretion of ADSI.

In the first 30 days from the start of your policy you will not be able to file a claim. This is part of our fraud-detering exclusion period.

Details of Plan Cover;

Theft

If your mobile is stolen we will replace it with a model of the same or similar specification. The theft must be reported to the appropriate authority and a crime reference given for the incident before any claim can be processed.

Loss

If your mobile is lost and the circumstances of the loss are clearly identified i.e. you are able to confirm

time and place of loss, and you have taken appropriate steps in order to re-cover or find the handset, we will replace it.

Breakdown

If your mobile breaks due to an electrical or mechanical fault outside the manufacturers guarantee period, we will repair it for you, or replace it if it is unrepairable.

Accidental damage

If your mobile has been damaged as a result of an accident, we will repair your damaged handset, or replace if unrepairable, unless if the damage has been caused by negligence or deliberate damaging during routine servicing, inspection, maintenance, cleaning or cosmetic tampering.

Screen & Liquid Damage

If your handset is damaged as a result of dropping it in liquid, we will replace or repair it for you, unless the damage has been caused maliciously or by an unauthorized individual.

What we will not cover;

In brief, our protection plan will not cover the following;

Any claim for screen damage where the Tempered Glass Protector supplied with the Plan has not been applied.

Any claim not reported to us and the relevant authorities within 48 hours of incident.

Any loss or theft or breakage of handset deliberately or as a result of neglect or tampering by an unauthorized individual.

Any Loss or Theft Claim where the handset does not contain your registered SIM card at the time of incident giving rise to the Claim, unless temporarily removed for a legitimate purpose.

Any loss where the circumstances of the loss cannot be clearly identified.

In the case of a breakdown; if it is deemed to be due to wear and tear or deterioration of performance the handset, if a repair has been carried out unauthorized by us; if loss/breakdown is due to manufacturers defect or recall of the handset.

Any theft from a motor vehicle or building as such clarified in our full terms & conditions.

The loss or theft of any other

equipment or any other costs incurred as a result of your loss/theft/breakage, other than your actual mobile phone.

Payment of Mobile Protection Plan

Payments will be taken monthly by Direct Debit. Failure to maintain payments will invalidate your protection plan.

How to make a claim

To make a claim please contact ADSI on 01268 495555. If your handset is damaged or broken you will be advised to send us the device immediately. You will be provided with a Claim Form to complete which must be returned with 48 hours of receipt. In order to process your claim you will need to provide the following information;

Make and Model of your handset

IMEI number

Proof of purchase

Details of incident with date & time

Crime ref number, if applicable

In the event of a successful claim, you will need to pay the Excess amount as detailed in the Plan before your claim is processed. The Excess is payable for each handset, each claim. The maximum number of claims per IMEI registered, per year, is two.

Replacement delivery address

If your Claim is accepted, we will deliver your replacement or repaired handset to a UK address only.

Cancellation

We hope you will be happy with your Mobile Protection Plan, however, if you decide not to proceed; you have 14 days from receipt of plan documents in which to cancel it. After this, your plan cannot be cancelled within the 12 month contract period. If you wish to cancel after the 12 months, you must do so giving 30 days written notice.

We reserve the right to terminate your Protection Plan without notice.

Administration

Our Mobile Protection Plan is administered by;

ADSI

Alexander House, Christy Court, Basildon, Essex SS15 6TL

Tel: 01268 495555

Email:mpp@adsigroup.co.uk

In the event of any query please contact us.