

currys

# Keep your amazing tech amazing!

Add Tech Insurance and if your tech stops working, we'll fix it fast. If not, we'll replace it on request.



# Contents.

<b>Introduction</b>	<b>3.</b>
<b>TV &amp; Entertainment Systems</b>	<b>4.</b>
Tech Insurance for TV & Entertainment Systems	4.
Insurance Pricing for TV & Entertainment Systems	5.
5 year included guarantee for TVs	6.
<b>Household Appliances</b>	<b>8.</b>
Tech Insurance for Household Appliances	8.
Insurance Pricing for Household Appliances	10.
<b>Computers &amp; Gadgets</b>	<b>14.</b>
Tech Insurance for Computers & Gadgets	14.
Insurance Pricing for Computers & Gadgets	15.
<b>Helpful information at a glance</b>	<b>18.</b>

# Introduction to our Tech Insurance.

Tech Insurance provides a range of services to help you get the most of your tech and to fix it if something goes wrong.

- ✓ **Protection against breakdown or damage.**  
Because accidents do happen – even to the most careful of us
- ✓ **We'll fix or replace your tech with a new one.**  
If we're unable to repair, we'll replace it with the same or similar product<sup>1</sup>
- ✓ **All parts, labour and call out charges covered.**  
No expensive charges for parts & labour
- ✓ **Unlimited repairs.**  
If it breaks again, we'll be there to fix it at no extra cost
- ✓ **Support when you need it.**  
We'll be there for you whenever you need help with your tech

## Terms and conditions apply

Complete policy / contractual information can be found in the terms and conditions document, just ask one of our tech experts for a copy.

1. You'll be given a Currys voucher to obtain a replacement product and your Tech Insurance Policy will end from the date of the incident which gave rise to the claim.

# Tech insurance for TV & entertainment systems.

Missing out on the big moments in the latest series isn't the sort of TV drama that you want. With Tech Insurance we've got the cost of your repairs covered and if we can't fix it we'll give you a new one<sup>2</sup>. We're also available 24/7 to answer your tech problems. Whether it's difficulty connecting your smart TV to the internet or a problem with your TV picture, we're here to help.

- ✓ **Protection against breakdown** - whether it's a scrambled screen or connection fault, if your TV goes on the blink, we'll fix it
- ✓ **Protection against damage** - we don't expect you to wrap your TV in cotton wool. If an accident happens to your TV, we'll fix it
- ✓ **Fast fix** - we're so confident we can repair your TV quickly we've made a promise - if we fail to fix it within 14 days you can ask for a replacement<sup>1</sup>
- ✓ **You won't pay a penny more** - no expensive charges for parts, labour or call out - we'll pay for them all, and if no fault is found you'll not be charged
- ✓ **We'll fix or replace with new** - if we are unable to repair your TV, we'll give you a brand new one<sup>2</sup>
- ✓ **Unlimited repairs** - there's no limit to the amount of repairs you can have, we'll always be there to help
- ✓ **Request a replacement** - If your product goes wrong again after the 3rd repair, you can ask for a replacement<sup>2</sup>
- ✓ **24/7 expert support** - from connection issues to picture problems, our on-call tech experts are on hand to take your calls, all day, every day
- ✓ **Worldwide support** - if you take your TV with you when you travel abroad and it breaks down, don't worry, we can still help

Tech Insurance for TV & Entertainment systems is available on Televisions, DVD Recorders, Blu-ray Players, Home Cinema Systems and Satellite equipment.

# Tech Insurance pricing for TVs & entertainment systems.

Price Band	3 year	5 year	Monthly	Monthly annual equivalent
<b>Televisions &amp; Projectors.</b>				
€201 - €250	€45	€60	€1.50	€18
€251 - €350	€60	€80	€2	€24
€351 - €450	€90	€110	€2.50	€30
€451 - €550	€120	€140	€3.50	€42
€551 - €800	€140	€180	€4.50	€54
€801 - €1000	€160	€230	€5.50	€66
€1001 - €1400	€180	€280	€6.50	€78
€1401 - €2000	€230	€300	€7.50	€90
€2001 - €2500	€280	€370	€9.50	€114
€2501 - €3000	€320	€440	€10.50	€126
€3001+	€340	€490	€12.50	€150
<b>DVD, Blu-ray, Home Cinema &amp; Satellite Equipment.</b>				
€201 - €300	€40	€55	€1.50	€18
€301 - €400	€60	€90	€2	€24
€401 - €550	€90	€110	€2.50	€30
€551+	€120	€140	€3.50	€42
<b>HI-FI Systems / HI-FI Separates / Portable Audio</b>				
€201 - €250	€40	€55	€1.50	€18
€251 - €350	€50	€70	€2	€24
€351 - €550	€70	€90	€2.50	€30
€551+	€80	€110	€3	€36

1. 14 day repair promise starts from when we collect your tech or when you drop your item to one of our stores or the date of the engineer's first visit.
2. You'll be given a Currys giftcard to obtain a replacement product and your Tech Insurance Policy will end from the date of the incident which gave rise to the claim.
3. Prices for 2, 3 and 5 years include the standard guarantee.

# Insurance for TVs with a 5 Year Included Guarantee.

A 5 year guarantee is included on a range of premium TVs at Currys. Just look out for the 5 year guarantee logo.

## Why not upgrade to Tech Insurance?

For additional protection consider adding Tech Insurance to your 5 year included guarantee. The table below compares the benefits of a 5 year included guarantee and Tech Insurance. Tech Insurance not only supports your product against breakdown, it also offers a wide range of additional benefits.

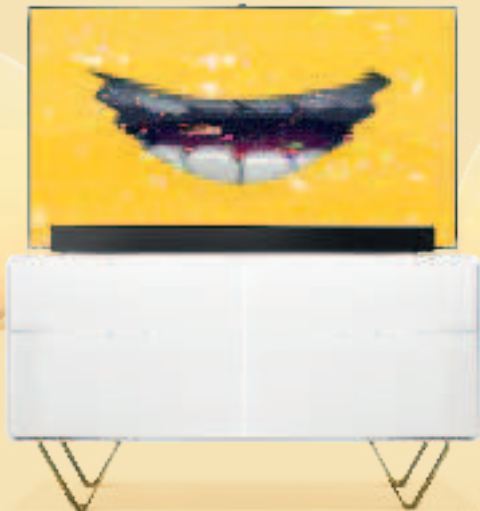
What's included	5 Year Included Guarantee	Tech Insurance
Protection against breakdown	✓	✓
Protection against damage		✓
Fast fix <sup>1</sup>		✓
We'll fix or replace with new <sup>2</sup>	✓	✓
Unlimited repairs	✓	✓
Request a replacement <sup>2</sup>		✓
24/7 expert support		✓
Worldwide protection		✓

## Need support?

If your TV or entertainment system develops a fault simply call **0818 810 575** and one of our on-call tech experts will help you get back up and running in no time.

# Insurance Pricing for TVs with a 5 Year Included Guarantee.

Price Band	5 year	Monthly	Monthly Annual Equivalent
Selected Televisions			
€401 - €500	€60	€1.50	€18
€501- €750	€70	€2.00	€24
€751 - €1000	€110	€2.50	€30
€1001 - €1250	€140	€3.50	€42
€1251 - €1500	€180	€4.50	€54
€1501 - €2000	€220	€5.50	€66
€2001 - €2500	€270	€6.50	€78
€2501 +	€320	€7.50	€90



1. 14 day repair promise starts from when we collect your item or when you drop your item to one of our stores or the date of the engineer's first visit.
2. You'll be given a Currys giftcard to obtain a replacement product and your Tech Insurance Policy will end from the date of the incident which gave rise to the claim.

# Tech Insurance for household appliances.

Dirty-washing, microwave meals and gone-off milk. A family home with faulty appliances is an unhappy one. The good news is that with Tech Insurance you get unlimited access to our nationwide network of experts who are standing-by to fix your tech. And in the unlikely event that we're not able to fix the problem, we'll replace your product with a brand new one. It's available on large household appliances purchased from Currys.

- ✓ **Protection against breakdown** - whether it's a faulty thermostat, electrical problem or leaky drum, if your appliance breaks, we'll fix it
- ✓ **Protection against damage** - we don't expect you to wrap your appliance in cotton wool. If an accident happens to your product, we'll fix it
- ✓ **Fast fix** - we're so confident we can repair your appliance quickly we've made a promise - if we fail to fix it within 14 days<sup>1</sup> you can ask for a replacement
- ✓ **You won't pay a penny more** - no expensive charges for parts, labour or call out - we'll pay for them all. And if no fault is found you'll not be charged
- ✓ **We'll fix or replace with new** - if we are unable to repair your appliance, we'll give you a brand new one<sup>2</sup>
- ✓ **Unlimited repairs** - there's no limit to the amount of repairs you can have, we'll always be there to help
- ✓ **Request a replacement** - if your product goes wrong again after the 3rd repair, you can ask for a replacement<sup>2</sup>
- ✓ **Free delivery & Installation of replacement product** - if you have to replace your product, we'll deliver and install it free of charge
- ✓ **One off valet** - we'll carry out a deep clean of your appliance
- ✓ **Worldwide support** - if you take your appliance with you when you travel abroad and it breaks down, don't worry, we can still help
- ✓ **Frozen food cover** - if your fridge freezer breaks down, you are covered for spoilt frozen food contained in it, up to €250 per annum and up to €1,000 over the lifetime of your Product

Tech Insurance for Household Appliances is available on washing machines, dryers, cookers, dishwashers, fridges, freezers, fridge freezers and small kitchen appliances.

1. 14 day repair promise starts from when we collect your item or when you drop your item to one of our stores or the date of the engineer's first visit.

2. You'll be given a Currys giftcard to obtain a replacement product and your Tech Insurance Policy will end from the date of the incident which gave rise to the claim.



# Valet service.

To keep your tech fighting fit, our Tech Insurance includes a one off valet of your household appliance.

## Washing machines and washer dryers

We will de-scale your appliance, clean the soap drawer, de-fluff the vents, clean the inside and outside of the machine including the door and seal and run a cycle with a de-scale solution.

## Tumble dryers

We will clean the inside and outside of your tumble dryer, de-fluff the vents and clean the filters and condenser.

## Dishwashers

We will clean the inside and outside of your dishwasher, check there are no blockages in the waste disposal, remove any food particles from the machine and seal, clean the filter and run a cycle with dishwasher cleaner.

## Cookers

We will clean the inside and outside of your cooker, deep clean inside including door areas, clean the hob, shelving and grill, clean and polish the door.

## Refrigeration

We will defrost your fridge or fridge freezer, clean and dry inside, clean any racks, storage trays, shelves and seals, spray coat with anti-bacterial agent and check water filters where applicable.



# Insurance pricing for household appliances.

Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
<b>Washing Machines / Washer Dryers</b>				
€51 - €200	€60	€90	€2	€24
€201 - €250	€70	€100	€2.50	€30
€251 - €300	€100	€140	€3	€36
€301 - €350	€120	€150	€4	€48
€351 - €375	€130	€160	€4.25	€51
€376 - €400	€140	€170	€4.50	€54
€401 - €425	€150	€180	€4.75	€57
€426 - €450	€160	€210	€5	€60
€451 - €500	€170	€220	€5.50	€66
€501 - €550	€190	€240	€6.50	€78
€551 - €600	€200	€250	€7	€84
€601 - €650	€210	€260	€7.50	€90
€651 - €750	€215	€270	€8.25	€99
€751 - €2,000	€220	€280	€8.50	€102
<b>2 years manufacturer guarantee</b>				
€51 - €300	€70	€100	€2.50	€30
€301 - €400	€110	€155	€3.50	€42
€401 +	€130	€200	€5	€60
<b>5 years manufacturer guarantee</b>				
€301 - €400	-	€60	€1.50	€18
€401 - €450	-	€80	€2	€24
€451 - €550	-	€90	€2.50	€30
€551 +	-	€110	€3	€36

## Need support?

If your household appliances develops a fault simply call **0818 810 575** and one of our on-call tech experts will help you get back up and running in no time.

# Insurance pricing for household appliances.

Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
<b>Tumble dryers</b>				
€51 - €200	€60	€90	€2	€24
€201 - €250	€70	€100	€2.50	€30
€251 - €400	€90	€145	€3	€36
€401+	€140	€220	€5	€60
2 years manufacturer guarantee				
€51 - €300	€60	€110	€2	€24
€301 - €400	€80	€145	€3	€36
€401+	€140	€220	€5	€60
5 years manufacturer guarantee				
€201-€350	-	€60	€1.50	€18
€351+	-	€70	€2	€24
<b>Dishwashers</b>				
€51 - €200	€60	€95	€2	€24
€201 - €250	€70	€105	€2.50	€30
€251 - €300	€80	€125	€3	€36
€301 - €350	€110	€150	€4	€48
€351+	€120	€180	€4.50	€54
2 years manufacturer guarantee				
€51 - €350	€70	€120	€2.50	€30
€351+	€90	€160	€3	€36
5 years manufacturer guarantee				
€51 - €350	-	€40	€1	€12
€351+	-	€70	€2	€24
<b>Microwaves</b>				
€200 +	€50	€70	€1.50	€18
2 years manufacturer guarantee				
€200 +	€40	€60	€1	€12

## Need support?

If your household appliances develops a fault simply call **0818 810 575** and one of our on-call tech experts will help you get back up and running in no time.

# Insurance pricing for household appliances.

Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
<b>Refrigeration</b>				
€51 - €200	€30	€50	€1	€12
€201- €250	€55	€70	€1.50	€18
€251- €300	€70	€90	€2	€24
€301- €350	€90	€110	€2.50	€30
€351- €450	€110	€140	€3	€36
€451- €550	€130	€170	€3.50	€42
€551- €800	€150	€200	€4.50	€54
€801+	€185	€220	€5.50	€66
<b>2 years manufacturer guarantee</b>				
€51 - €250	€40	€60	€1.50	€18
€251- €350	€50	€70	€2	€24
€351- €450	€70	€90	€2.50	€30
€451- €550	€90	€130	€3	€36
€551- €650	€110	€150	€3.50	€42
€651+	€140	€180	€4.50	€54
<b>5 years manufacturer guarantee</b>				
€301- €350	-	€45	€1	€12
€351- €450	-	€55	€1.50	€18
€451- €550	-	€70	€2	€24
€551- €800	-	€90	€2.50	€30
€801+	-	€110	€3	€36

# Insurance pricing for household appliances.

Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
<b>Cooking</b>				
€51 - €200	€55	€70	€2	€24
€201- €250	€65	€90	€2.50	€30
€251- €300	€80	€110	€3	€36
€301- €400	€95	€140	€3.50	€42
€401- €500	€110	€160	€4	€48
€501- €650	€145	€180	€5	€60
€651+	€160	€250	€6	€72
2 years manufacturer guarantee				
€50 - €250	€50	€70	€2	€24
€251- €650	€80	€110	€3	€36
€651+	€130	€220	€5	€60
5 years manufacturer guarantee				
€301- €350	-	€35	€1	€12
€351- €550	-	€60	€1.50	€18
€551- €800	-	€70	€2	€24
€801+	-	€90	€2.50	€30
<b>Small Kitchen Appliances / Vacuum Cleaners / Heaters</b>				
€201 - €250	€40	€55	€1.50	€18
€251- €400	€50	€70	€2	€24
€401+	€65	€110	€2.50	€30

# Tech Insurance for computers & gadgets.

Make catastrophes and traumas a thing of the past with Tech Insurance. You'll get unlimited access to our nationwide team of experts available over the phone and at your local Currys store. So if your product won't power on or the keyboard stops working, we've got it covered. And it isn't just repairs that we can help with, our on-call experts are available 24/7 to answer your tech queries.

- ✔ **Protection against breakdown** - whether it's a keyboard malfunction, motherboard failure or hard drive meltdown, if your product breaks, we'll fix it
- ✔ **Protection against damage** - we don't expect you to wrap your product in cotton wool. If an accident happens to your product, we'll fix it
- ✔ **Fast fix** - we're so confident we can repair your product quickly we've made a promise - if we fail to fix it within 14 days you can ask for a replacement<sup>1</sup>
- ✔ **You won't pay a penny more** - no expensive charges for parts, labour or call out - we'll pay for them all. And if no fault is found you'll not be charged
- ✔ **We'll fix or replace with new** - if we are unable to repair your product, we'll give you a brand new one<sup>2</sup>
- ✔ **Unlimited repairs** - there's no limit to the amount of repairs you can have, we'll always be there to help
- ✔ **Request a replacement** - if your product goes wrong again after the 3rd repair, you can request a replacement<sup>2</sup>
- ✔ **Worldwide support** - if your product breaks down whilst you're abroad, don't worry we can help

# Insurance pricing for computers & gadgets.

Price Band	2 year	3 year	Monthly	Monthly Annual Equivalent
PC Desktops				
€51 - €300	€40	€50	€1.50	€18
€301 - €350	€50	€70	€2	€24
€351 - €400	€60	€80	€2.50	€30
€401 - €500	€70	€100	€3	€36
€501 - €600	€90	€130	€4	€48
€601 - €750	€110	€160	€5	€60
€751 - €900	€130	€180	€6	€72
€901+	€150	€200	€7	€84
Monitors				
€201 - €250	€35	€45	€1.50	€18
€251 - €350	€45	€55	€2	€24
€351 +	€55	€70	€2.50	€30
Laptops				
€51-€250	€50	€80	€3	€36
€251-€300	€80	€100	€4	€48
€301-€350	€90	€110	€5	€60
€351-€400	€110	€140	€6	€72
€401-€450	€120	€150	€7	€84
€451-€550	€130	€170	€8	€96
€551-€700	€150	€200	€8.50	€102
€701-€900	€170	€220	€9	€108
€901-€1100	€190	€260	€10	€120
€1101-€1400	€240	€280	€11	€132
€1401-€3000	€250	€300	€12	€144
Tablets & eReaders				
€201-€250	€60	€70	€4	€48
€251-€350	€70	€90	€5	€60
€351-€450	€100	€130	€6	€72
€451-€550	€130	€160	€7	€84
€551-€650	€140	€180	€8	€96
€651+	€160	€210	€9	€108
2 years manufacturer guarantee				
€201-€250	€45	€65	€3	€36
€251-€350	€65	€80	€4	€48
€351-€450	€90	€120	€5	€60
€451-€550	€120	€150	€6	€72
€551-€650	€130	€160	€7	€84
€651 +	€150	€180	€8	€96

Tech Insurance for Computers and Gadgets is available on PCs, monitors, printers, laptops, tablets and scanners. See pricing tables for all products we support.

1. 14 day repair promise starts from when we collect your item or when you drop your item to one of our stores or the date of the engineer's first visit.
2. You'll be given a Currys giftcard to obtain a replacement product and your Tech Insurance Policy will end from the date of the incident which gave rise to the claim.

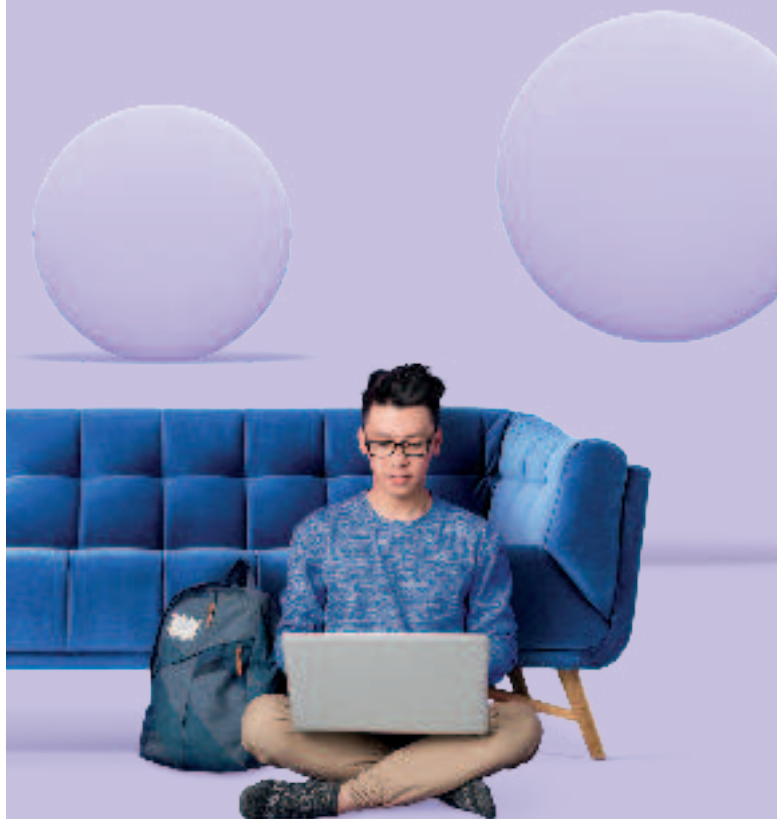
## Insurance pricing for computers & gadgets.

Price Band	2 year	3 year	Monthly	Monthly Annual Equivalent
Printers, Scanners & PC Peripherals				
€201 - €250	€40	€65	€1.50	€18
€251 - €350	€50	€75	€2.50	€30
€351 - €450	€60	€85	€3.50	€42
€451 - €1500	€70	€95	€4.50	€54
Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
Cameras & Camcorders				
€201 - €250	€40	€55	€1.50	€18
€251 - €350	€60	€70	€2	€24
€351 - €450	€80	€90	€2.50	€30
€451 - €550	€100	€110	€3	€36
€551 - €650	€110	€130	€3.50	€42
€651 - €750	€120	€140	€4	€48
€751 +	€150	€170	€4.50	€54
2 years manufacturer guarantee				
€151- €300	€30	€40	€1	€12
€301- €400	€50	€60	€1.50	€18
€401 - €500	€70	€80	€2.50	€30
€501 - €2500	€100	€110	€3	€36



# Insurance pricing for computers & gadgets.

Price Band	3 year	5 year	Monthly	Monthly Annual Equivalent
Handheld Gadgets (Including GPS) Smart Technology / Games Console / Home Telephones & Fax				
€201- €250	€40	€55	€1.50	€18
€251- €350	€50	€70	€2	€24
€351- €450	€70	€90	€2.50	€30
€451 +	€80	€110	€3	€36



# Helpful information at a glance.

## Important information

### Do I have to purchase a Tech Insurance policy at the same time as the product?

If you choose to purchase a Tech Insurance policy, you can do so any time up to 45 days from buying your product providing it's in good working order.

### What is insured?

- ✓ Repair of your product in the event of sudden and unexpected damaged that affects how your product works.
- ✓ Repair of your product from mechanical and electrical breakdown that affects how your product works.
- ✓ Protection against multiple failures – a replacement product can be requested after three breakdowns.
- ✓ Product Replacement – If the product can't be repaired a replacement voucher will be issued with a value based on an equivalent or similar specification product up to a maximum of your original product purchase price.
- ✓ 14 day fix promise – Repairs will be carried out within 14 working days. If the product isn't repaired in this time you can request a replacement product.

### What is not insured?

- ✗ Any breakdown that is covered by the manufacturer's warranty, or a claim resulting from a manufacturer's recall of the product.
- ✗ Household appliances and products if used for business purposes.
- ✗ The replacement of regularly replaced items/consumable items.
- ✗ Losses arising from lack of care, neglect, abuse or misuse or intentional damage by you or anyone who has permission to use your product.
- ✗ Any cosmetic damage (e.g. dents, rust, scratches etc.)
- ✗ Any claim where the cause is due to natural events such as flood, storm or other severe weather conditions.
- ✗ Other exclusions apply, for complete policy information please see the terms and conditions document.

### Are there any restrictions on cover?

- Spoilt frozen food claims are limited to €250 per claim and €1000 over the lifetime of your policy
- If your product needs a repair and you are outside the Republic of Ireland, you are covered for repairs equivalent to €150 or less (€300 or less for a laptop), on a pay and claim basis. Repairs costing more than this may be covered outside Ireland but will need our prior approval.

## Cancelling your policy

If you wish to cancel your policy you may do so by calling Currys Customer Services on 0818 810 575 or by writing to us at Currys ROI Insurance, PO Box 194, Cramlington, NE23 ODA, UK.

## Monthly Policy

If you cancel the policy within the first 28 days, you will receive a complete refund on premiums paid (unless you have made a claim). If you have made a claim or you wish to cancel after the first 28 days, you can cancel your policy from the end of any insured month, by giving notice that you wish to cancel before the end of that month. The insured month is the month beginning on the date your policy starts and ending on the same date of the following month, and each subsequent month after that.

## Term Policy

If you cancel the policy within the first 28 days you will be entitled to a full refund (unless you have made a claim). If you have made a claim or wish to cancel the policy after 28 days you will be entitled to a pro-rata refund, calculated on the number of unexpired months remaining for which you have paid.

## Making a claim

If you need to make a claim simply call us on 0818 810 575, or visit one of our stores.

## Making a complaint

We aim to give excellent service to all our customers but we recognise that sometimes things can go wrong. If you are not happy with any aspect of the handling of your insurance and you wish to make a complaint then you can contact us by calling 0818 810 575, by emailing: [insurance@currys.ie](mailto:insurance@currys.ie) or by letter addressed to Currys ROI Insurance, PO Box 194, Cramlington, NE23 ODA, UK. Remember to quote your name, address and Policy number.

Currys insurance policies are arranged and administered by Currys Ireland Limited on behalf of MAPFRE ASSISTANCE Agency Ireland. MAPFRE ASISTENCIA Compania Internacional De Seguros Y Reaseguros, S.A., trading as MAPFRE ASSISTANCE Agency Ireland is authorised by Direccion General de Seguros y Fondos de Pensiones del Ministerio de Economia y Hacienda in Spain and is regulated by the Central Bank of Ireland for conduct of business rules. Company Registration Number 903874. MAPFRE ASSISTANCE Agency Ireland, Ireland Assist House, 22-26 Prospect Hill, Galway.



Please supply barcode

## Need support?

Phone: 0818 810575

Instore: talk to one of our tech experts

Online: [www.currys.ie](http://www.currys.ie)