

uCover service plan summary



What is a service plan?

This service plan will keep your laptop working in top condition; it covers faulty repairs and spare parts, but it doesn't cover accidental damage. We will provide additional benefits in the first year, such as a free helpline, virus removal and an optional free annual service. As part of the service contract, you will also benefit from exclusive discounts for damage repairs. We won't charge you for any labour. This is a saving of £100 off typical repairs.

How long does it last?

This is a pay monthly service contract, which means that as long as you're paying the monthly fee, you're covered for the benefits. You can choose to run the contract for as long as you wish.

Pay monthly policy summary

Key facts:

- This is a pay monthly contract, which you, the policyholder (PH), or BID (The Buy It Direct Group) can cancel at any time.
- The policy must be activated within 60 days of the original purchase.
- You must be up to date with all payments to use these benefits.
- Cover for laptops and tech extends to home and business users.
- To make a claim the PH must call BID's dedicated claims helpline.
- To speed up the diagnosis, a soft fix is always attempted in the first instance.

- If something can't be repaired remotely then the PH must return the product to BID for repairing.
- In the event of a breakdown, we will pay for the cost of the repair. Or, if the equipment is Beyond Economic Repair (BER) and/or a suitable replacement is not available, we may provide a monetary settlement, after allowance for depreciation.
- If BER, we reserve the right to replace with a like-for-like unit including a refurbished unit.
- Note, this policy does not cover any accidental damage, but we do offer a discounted damage repair service to our policyholders. To use this service, please call our tech support line and they'll agree a fixed priced repair with you – this typically costs £50-£100. They will ask for pictures to help them assess the damage.

What's not covered

- Breakdown covered by a manufacturers' or suppliers' or installers' guarantee or warranty.
- Costs associated with the initial set-up.
- Any claim within the deferment period.
- Faults relating to the incorrect installation of the equipment.
- Collection, return shipment and any other charges where a fault cannot be found with the equipment.
- Breakdown as a consequence of impact or any other external factor such as moisture, infestation, extreme temperatures etc. to the equipment.
- Use of the equipment by anyone other than the PH or the people who reside in the PH's household.

- Failure to comply with the manufacturers' instructions for the care and maintenance of the equipment.
- Deliberate damage or neglect of the equipment.
- Repairs to cosmetic parts or non-mechanical or electrical components.
- Breakdown caused by foreign objects or substances.
- Faults known to you or existing before the commencement date of this policy.
- Breakdown of any equipment that is subject to a manufacturers' recall or modification.
- Breakdown arising as a result of normal wear and tear (e.g. belts, fuses, seals, handles, runners, screen burn etc.).
- Any claim for disks, including disk burn or scratched disks.
- Any claim for computer keyboards, mouse devices or games console controllers.
- Any loss of data or purchased software packages that cannot be recovered using your last backup.
- Where the equipment has been incorrectly installed or installed in a location identified as unsuitable by its manufacturer.
- Routine maintenance of the equipment, supplies or service at the home.
- The VAT element of any payment where you are VAT registered.
- Consequential loss.

- You can call us as often as you need help. However, if you call frequently about similar issues, we may advise a chargeable training solution or reduce or withdraw the free helpline.

Benefits:

Free helpline (first year) – call 0844 241 5424

- If you need help setting up your laptop, or wish to discuss potential issues with your laptop, you can call us for help free of charge:
- We will help with any issues relating to the software that was provided with the laptop.
- We will try to help with other devices that you are trying to connect to your laptop, such as Wi-Fi printers etc. However, the best source of help for these is often the original service provider.
- We won't be able to help with any of the setting inside devices that you are trying to connect to the laptop.
- You can call us as often as you need help. However, if you call frequently about similar issues, we may advise a chargeable training solution or reduce or withdraw the free helpline.

Annual health check (first year free)

- We want to help you keep your laptop running as fast as possible. Over time, we understand that it can slow down as it accumulates old software updates and other applications. To arrange your health check, call 0844 241 5424.

Virus removal (first year free)

- We know that viruses can appear at any time. With that in mind, we really recommend that you purchase up-to-date antivirus software – we can help you to select the best one for your device.

- If your laptop gets a virus, don't worry. Just call 0844 241 5424.
- Depending on the type of virus your device has, we will either connect to your computer remotely, or we'll arrange for you to send it to us, so we can clean it up in our workshop. Please read our claims process below.
- Your device must have an active antivirus package in place to use this free service. If you don't, we will only provide one virus removal service free of charge and we'll return the restored laptop to you restored with MS Defender activated.

Faulty claims process:

- Make sure your computer is backed up – we cannot guarantee your data will remain intact. We will help you to restore your last backup if necessary.
- Please call BID's claim line on 0844 241 5424, and provide your postcode to start your claim. We'll ask you some questions about the fault and may arrange for an engineer to call you.
- Our engineer will try to fix the issue over the phone and may ask you to restore the laptop to its original setup – our helpline is free to our service contract customers.
- If we can't repair the device over the phone we'll ask you to send it into our repair centre – we'll share all the details you need when you send the device to us.
- Our engineers will typically repair your device in-house within seven days of receipt.
- Occasionally, we may have to send your device away to the manufacturer's repair centre, which may add extra time.

- We may have to replace components in your laptop, this could include resetting the hard drive and possibly even replacing it.
- In the extremely rare event that we can't fix your laptop we'll give you a call to discuss a replacement
- In most cases, the laptop will be returned to you, restored to its original software configuration. Please ensure you have your original copies of any software you've purchased that may need to be reinstalled.