

Albion



iCare

A comprehensive protection plan
for all your devices.

Comprehensive cover | Fast turnaround | Easy claims

0333 006 6025

Features & Benefits

We've got it covered.

Albion iCare provides support for your devices (e.g. Mac, iPad or iPhone). Our service contract gives you comprehensive warranty, accidental damage and theft coverage in addition to UK based technical telephone support.

✓ Comprehensive Cover

With iCare from Albion your devices are protected and supported in three ways:

- Accidental Damage and Theft cover
- Extended Warranty cover
- Technical Support

✓ Quality assured

You're in safe hands, we have over 30 years experience in supporting Apple technology. Albion is an Apple Premium Reseller, Apple Authorised Education Specialist and an Apple Authorised Service Provider.

✓ Fast turnaround

Our dedicated and highly trained team of service engineers work closely with Apple and our logistics partners to ensure your device is back in your hands as soon as possible.

✓ Easy claims

We don't charge anything for making a claim and there are no hidden charges. In the event of a claim the process is simple with our online portal. Submit a request and we'll keep you updated every step of the way.



iCare: Terms and Conditions

Terms and Conditions for Equipment Support Services

IMPORTANT INFORMATION

Please read the terms and conditions, together with the policy schedule, which forms part of this document to ensure it meets with the Customer requirements. If any changes are needed or if the information is incorrect in any way, please contact the Company immediately.

Under consumer protection before the Customer accepts the policy, it has 14 days to review the policy and consider its full terms. If the Customer is not totally happy with the policy and has not made a claim, the Customer can write to the Company requesting that the policy is cancelled and any monies paid will be returned, subject to no claims being made. The Company will then cancel the Customer cover.

Please see the Cancellation Section within these terms and conditions for further details.

INTRODUCTION

iCare is a comprehensive equipment support service provided by the Company. The support service includes cover for repair and replacement of equipment, which includes cover options for extended warranty, accidental damage and theft. The Company carries out the repair or replacement service.

Meaning of some of the words used in these terms and conditions:

ACCESSORIES

Items that the User may attach to the Customer Equipment (for example a charger, case, pencil, headphones).

ACCIDENTAL DAMAGE

The unintentional damage, breakage or destruction of the Customer Equipment caused by an unforeseen event with visible evidence of an external force being applied or caused by accidental liquid ingress.

BREAKDOWN

The failure of any electrical or mechanical component in the Customer Equipment due to a sudden and unforeseen fault, which causes the Customer Equipment to stop working in the way the manufacturer intended and which requires repair or replacement before the Equipment can be used again.

CUSTOMER

Any person, business individual or company who is specified on the policy schedule.

COMPANY

Albion Computers PLC. company registration number 02043116, whose registered office is at: 112 Strand, London, WC2R 0AG.

COMPUTER VIRUS

Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

COSMETIC DAMAGE

Damage that impairs the appearance of the Equipment but not its functionality.

ELECTRONIC DATA

Electronic Data shall mean facts, concepts and information stored in a form usable for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

EQUIPMENT

The item or items that are covered by the Company as detailed in the Customer policy schedule.

END DATE

The date that all cover under the Customer policy comes to the end unless the Customer advises the Company that the Customer wishes to renew the policy with the Company.

EXCESS

The sum that must be paid by the Customer before the Company will carry out the service as stated on the quotation schedule.

IMMEDIATE FAMILY

The User's husband, wife, civil partner, partner, children or parents, who permanently live in the User's home.

INCIDENT

An individual occurrence of Breakdown, Accidental Damage or Theft.

PERIOD OF COVER

The period of time between the Start Date and the End Date, which is shown on the Customer policy schedule and that the policy will be in force for.

REASONABLE PRECAUTIONS

All measures that would be deemed appropriate to expect a person to take in the circumstances to prevent any loss, Accidental Damage or Theft of Equipment. This would include but not limited to not using the Customer Equipment near water or having it on the User's person whilst playing a contact sport.

REPLACEMENT ITEM

An item of Equipment of the same age and condition or if not available, one of the nearest comparable specification or the equivalent value taking into account the age and condition of the original item of Equipment.

START DATE

The date the Customer cover starts with the Company, as detailed in the Customer policy schedule.

TERRORISM

Any act including but not limited to the use, or threat, of violence or force by any person or organisation involving, causing or threatening harm or putting the public or any section of the public in fear if it is likely that the purpose is of a political, religious, ideological (of an intellectual or rational nature) or similar nature.

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THEFT

The unauthorised dishonest appropriation or attempted appropriation of the Equipment specified on the Customer schedule, by another person with the intention of permanently depriving the User of it.

UNATTENDED

The User must not leave your property unattended if it is in a place where it is accessible. 'Unattended' means not visible to the User and not within the User's arms' length reach. We will not accept any claims for property left unattended in accessible places. The user must act as though they are not covered.

UNAUTHORISED CALLS, TEXTS OR DATA USE

Any calls, texts or data use made from the Customer Equipment after the time that it was lost or stolen, to the time that it was blacklisted by the Customer airline provider.

USER

The person primarily responsible for the Equipment.

WHAT IS COVERED UNDER THESE TERMS AND CONDITIONS

The Company will cover the Customer Equipment for the duration as stated on the Customer policy schedule, subject to the terms and conditions in this document and any variations and amendments, which have been confirmed in writing by the Company. The policy is not a replacement as new policy, if the Company cannot repair the Equipment we will provide a replacement to the nearest comparable specification to a maximum cost of the original purchase price of the Equipment.

BASIS OF WHAT IS COVERED

Section A to E below only applies if shown on the Customer policy quotation schedule.

A) Extended Warranty

If a Breakdown of the Customer Equipment occurs the Company will repair it. If the Company is unable to economically repair the Customer Equipment then, at the Company absolute discretion, the Company will provide a Replacement Item. Please note the Company will not accept any extended warranty claims excluded under the "What is Not Covered" section below.

B) Accidental Damage

The Company will repair the Customer Equipment damaged as a result of Accidental Damage. If the Company is unable to economically repair the Customer Equipment then, at the Company's absolute discretion, a Replacement Item will be provided by the Company. Please note in addition to claims excluded under the "What is Not Covered" section below, the Company will not accept claims for Accidental Damage caused by:

- 1) deliberate damage or neglect of the Equipment;
- 2) failure on the User's part to follow the manufacturer's instructions;
- 3) inspection, maintenance, routine servicing or cleaning;
- 4) being on hire or loan to anyone who is not the authorised User;
- 5) not being suitably stored or packed when in transit or being carried.
- 6) being left unattended on the floor.

C) Theft

The Company will replace the Customer Equipment with a Replacement Item if it is stolen.

In addition to claims excluded under the "What is Not Covered" section, The Company will not accept claims for Theft:

1. Where the Theft has occurred from any motor vehicle where the User or someone acting on the User's behalf is not in the vehicle, unless the Equipment has been concealed in a locked boot, locked glove compartment or other locked internal compartment and all the vehicle's windows and doors were closed and locked and all security systems had been activated;
2. Theft from any motor vehicle between 22.00 and 06.00 hours;
3. Any premises, building, land or vehicle unless force, resulting in damage to the building, premises or vehicle was used to gain entry or exit;
4. Where the Equipment has been left Unattended when it is away from the User's home;
5. Where Reasonable Precautions have not been taken.

D) Technical Support

The Contractor shall provide telephone Hotline support for the operating system and standard Apple applications during the Contract term from 9.00am to 5.00pm excluding weekends and bank holidays.

E) Advanced Replacement

The Company will provide an advanced Replacement Item for your Equipment providing the claim has been approved under Accidental Damage, Theft or Breakdown cover. All reasonable effort will be made to provide the replacement within one working day following claim approval. The Replacement Item is provided on a swap out basis with your Equipment and will not be provided unless you have made your Equipment available to exchange at the time and place of delivery of the Replacement Item. It is not guaranteed that the Replacement Item provided as an advanced replacement will be of the exact same colour and specification as your Equipment.

WHAT IS NOT COVERED UNDER THESE TERMS AND CONDITIONS

1. The costs of remedying damage or Repairing the Equipment due to:
 - a. Wear and tear or gradual deterioration of the Equipment
 - b. loss or damage arising from a manufacturer's defect or recall of the Equipment;
 - c. any repairs carried out without prior authorisation from the Company;
 - d. Cosmetic Damage.
2. Any claim if the serial number, IMEI (international mobile equipment identity) or sim card has been tampered with in any way;
3. Any repair or replacement if a SIM card registered to the Customer was not in the covered mobile phone or Equipment at the time of the Accidental Damage, Theft, Breakdown, or liquid damage;

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4. Any loss of a SIM card or any costs of phone calls or data usage;
5. Any expense incurred arising from not being able to use the Equipment, or any costs other than the repair or replacement costs of the Equipment;
6. Accidental Damage, Theft, Loss, Breakdown or liquid damage to Accessories of any kind;
7. Any damage or costs arising directly or indirectly from the failure of the programming on computer chips or computer software to recognize any date.
8. Reconnection costs or subscription fees of any kind;
9. Costs arising from the replacement of any personalised ringtones, graphics, downloaded material or software;
10. Lack of Protection to Equipment, if at time of occurrence, the Equipment is not protected by items such as a case and screen protector that meet the following criteria:-
 - a. supplied by the Company with the Equipment
 - b. approved by the Company
11. Any costs for loss or damage to information or data or software contained in or stored on the Equipment whether arising as a result of a claim paid by this policy or otherwise.
12. Any other costs that arise directly or indirectly from the event, which led to the Customer claim unless specifically stated in this policy;
13. Liability of whatsoever nature arising from ownership or use of the Equipment, including any illness or injury resulting from it;
14. Faults known to the Customer before the Start Date of the policy;
15. Deliberate or malicious damage or neglect of the Equipment.
16. War risks which include but not limited to war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, Terrorism, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped.
17. Electronic Data in any consequence, however caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.
18. Batteries that retain less than 80% of their original charge are covered unless 1000 charge cycles have been exceeded.

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PLEASE BE AWARE OF THE POLICY CONDITIONS AND LIMITATIONS IN THESE TERMS AND CONDITIONS

1. Cover is limited to 2 claims per User during any single Period of Cover and is limited to a maximum of 2 items of equipment per single Incident.
2. If there is a dispute, it will only be dealt with in the jurisdiction of the English courts or of the country within the United Kingdom in which the Customer's main residence is situated.
3. This cover only includes Equipment bought new with a valid invoice or receipt and used in the United Kingdom, the Isle of Man and the Channel Islands. Cover includes the use of the Equipment anywhere in the world up to a maximum of 90 days in total, in any single 12 month period. Any repairs or replacements must be carried out in the United Kingdom by the Company.
4. The Equipment must be less than 12 months old at the Start Date of the policy (or up to 36 months of age only if a renewal of a previous iCare policy), with valid proof of purchase. All items must have been purchased as new from a United Kingdom VAT registered company and must be in full working order at the Start Date of this policy.
5. The Company may decide to change the terms and conditions of the Customer policy and or Customer premium. The Company will give the Customer 30 days prior written notice of any change. Only changes formally made by the Company and advised to the Customer in writing are accepted as terms under this policy. No other parties have any jurisdiction to change or agree any different terms. In the event of any claim being made, the Customer is responsible for the payment of any outstanding premium for that policy in the Period of Cover.
6. The Company may cancel the Customer policy at any time by giving the Customer 30 days prior written notice as covered under the Cancellation Rights section below.
7. The Customer and the User must take all Reasonable Precautions to prevent any loss or damage to the Equipment.
8. The Company will process the Customer claim under the terms and conditions of this service policy based on the first reason notified to the Company for the claim. Please note that it may be necessary for the Company to contact the Customer airline provider in order to validate the Customer claim.
9. The cover for the Customer Equipment applies to Customer as the person who purchased the policy to include the User and their immediate family.
10. The benefits of this policy cannot be transferred to someone else or to any other Equipment.

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IN THE EVENT OF A CLAIM THE CUSTOMER MUST FOLLOW THE PROCEDURES IN THIS SECTION

1. Register a claim with the Company via their online helpdesk: <https://albion.repairportal.com/>. The Customer must create a new account initially and then submit a "New Service Order", select device type, and then select "iCare Claims Centre" as the service location before completing the other required sections. A detailed guide on how to claim can be found here: <https://www.albion.co.uk/helpdesk/>

This should be done as soon as possible and not more than 30 days after any incident, which is likely to result in a claim under this policy.

2. Report the Theft of the customer mobile phone within 12 hours of discovery of the Theft, to the Customer airtime provider and instruct them to blacklist the Customer handset.

3. Report the Theft of the Customer Equipment to the police within 24 hours of discovery and obtain a crime reference number in relation to the Theft of the item, and a lost property number in relation to the loss of the item.

4. If the Company replaces the Customer Equipment the ownership of the damaged or lost item is transferred to the Company once the Customer has received the Replacement Item that the Company has supplied. If the Equipment that the Customer has claimed for is returned or found, the Customer must notify the Company in writing and send it to the Company if requested to do so by the Company.

CANCELLATION RIGHTS

1. Within 14 days of taking out the policy:

The Customer has 14 days to review the policy and consider its full terms. If the Customer is not totally happy with the policy and has not made a claim, they can give written notice to the Company requesting that the policy is cancelled and any monies paid will be refunded. The Company will then cancel your cover.

2. After 14 days of taking out the policy

After this 14 days period, if the Customer has not made a claim, it may cancel the cover giving 90 days notice by informing the Company in writing.

3. The Company shall not be bound to accept renewal of any cover and may at any time cancel any service policy cover by giving 30 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to the Customer at the last known address. Valid reasons may include but are not limited to:

- a) Fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms & conditions.

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4. Reimbursement following cancellation

Provided the premium has been paid in full and there has been no claim (or claim pending) the Customer will be entitled to a proportionate rebate of premium. The amount of reimbursement will be calculated based on:

- a) The amount (£) paid for the iCare service contract
- b) The unexpired cover period in months
- c) The cost (£) of service work delivered within the cover period before policy cessation
- d) Limited to a maximum of 50% of the premium paid.

Provided the premium has been paid in full the Customer will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance up to a maximum of 70% of the total premium paid.

SHOULD THE CUSTOMER WANT TO MAKE A COMPLAINT THIS SECTION TELLS YOU HOW

The Company realises that things can go wrong and there may be occasions when the Customer feels that the Company has not provided the service the Customer expected. When this happens the Company would like to hear about it so we can try to put things right. If the Customer should have cause for complaint it is important the Customer know that the Company is committed to providing the Customer with an exceptional level of service and customer care.

Complaints regarding claims should be in writing and addressed to:

The Managing Director
Albion Computers PLC
112 Strand
London
WC2R 0AG

Or please send an email to customerservices@albion.co.uk

In all correspondence please state what cover is provided and quote scheme reference iCare.

The Company will acknowledge receipt of the Customer complaint within one working day and do our best to resolve the problem within 4 weeks. Please quote our policy reference in any communication to enable us to deal with matters as quickly as possible. If we cannot, we will let the Customer know when an answer may be expected. The Company expects the majority of complaints will be quickly and satisfactorily resolved at this stage.