

SunLove Protection Complaints Process

We always do our best to resolve complaints right away, but sometimes we need a bit more time to investigate. Here's our complaints process.

How to contact us

You can email us or write to us to make a complaint, or follow up on an outstanding one:

Email: sunlove@asurion.com

Post: SunLove Protection Plan
PO Box 670
Brentford
TW8 1DA

Please include your full name, email address and postal address whenever writing to us.

If you make a complaint on behalf of another customer, we'll have to make sure you have their explicit permission before your complaint can be recorded, investigated, and resolved.

How will my complaint be handled?

We'll always try to resolve your complaint right away.

If we can't, we'll write to acknowledge your complaint within 5 working days of receiving it and, if we haven't resolved it within 2 weeks, we'll send you a written update on our progress. It's unlikely that we won't have resolved your complaint within 8 weeks of our receiving it, but if that's the case we'll write to let you know why and what we're doing about it.

We'll always confirm the results of our investigation to you in writing.