

Table of changes to your Tesco Mobile Protect policy 17 October 2024

Policy Section	Previous Wording	New Wording	What this change means
C	What's not covered: A third or subsequent claim made within a 12 month period.	N/A	You can now make unlimited claims under your policy.
E	N/A	<p>A lower cost repair option may be available to you when making a damage claim, depending on the make and model of your device, the level of damage and the availability of a repair technician.</p> <p>If you choose this option during the claims process:</p> <ul style="list-style-type: none"> • We aim to pick up your damaged device next day for claims approved before 8.30pm Monday to Friday and 2.30pm on weekends. • Please ensure the device is wiped of personal data and unlocked (this includes removing any security apps such as Find My or Google Smart Lock). <p>Once received at our repair centre, we'll repair the device and charge the excess fee to the card details you provided during the claim.</p> <ul style="list-style-type: none"> • The repaired device will be returned to you within 5 working days from the day we collected it. Please make sure someone is in to accept the delivery (if not it may be delivered to a neighbour). • Your repair comes with a 24-month warranty. <p>If the device you send to us is not the correct insured device, the damage is different to what you described, or the device is not fully unlocked (including the removal of any security apps) we may cancel your claim and return your device to you unrepaired.</p> <p>Please Note: We will wipe your device of any personal data as part of the repair process and will not be able to return any personal memory cards and/or SIM cards.</p>	<p>When make a claim we will advise you if we can repair your device, for a lower excess fee than we would replace it.</p> <p>If you choose the repair fulfilment option, we will aim to pick up your device the next day and return it to you repaired within 5 working days.</p>
F	<p>Removed:</p> <p>When you buy another device from Tesco Mobile on the same mobile number and add insurance, we'll cancel cover on your old device automatically. You can call us to keep that policy running. We'll set up a policy for the new device and confirm your cover start date, premium and claim excess in writing.</p>	<p>New:</p> <p>Your policy is linked to your device and will not be cancelled or transferred if you cancel or upgrade your device or airtime contract or move to a SIM only or rolling contract. If you no longer need insurance for your covered device, contact us to cancel.</p>	We will no longer cancel your cover if you upgrade your device with Tesco Mobile and take insurance with the new device. Your policy will continue unless you choose to cancel it.