

Device insurance – Information on our insurance product

Scope of insurance

Covered risks	Property insurance against damage to your electronic device, e.g. caused by falls, water and misuse of your SIM card for telephone or data connections as a result of theft.
Insured device	The electronic device purchased online on the Digitec or Galaxus online shop or in a branch at the time the policy is taken out that you have registered as an insured device.
Scope of insurance	Equipment repair; equipment replacement in the event of total loss. Excess fee depending on the value of the insured device.
Exclusions from insurance cover	The exclusions are outlined in section 11 of the General Terms and Conditions (GTC), e.g. warranty damage, intentional and grossly negligent conduct, wear and tear etc.

Price, payment and additional services

Price	The insurance premium depends on the value category of the insured device and the insurance period.
Payment	One-off payment when taking out insurance with the purchase of the device via the Digitec or Galaxus online shop or a branch office
Free additional services	Lost & Found Service: if your device is lost, we will help you find it via lost property offices.

Further obligations

Damage report	You are obligated to report a damage within 5 days either online at insurance.digitec.ch or insurance.galaxus.ch (Hotline Support: +44 798 26 33)
Obligations in the event of a claim	In the event of a claim, you are obliged to provide information and to cooperate. This is outlined in section 14 of the GCT, e.g. complete and truthful notification of the claim, unblocking of the equipment and if necessary, submission of additional documents.

Contract duration and data protection

Start of contract	According to conclusion date of the insurance contract
Contract duration	Depending on the term selected, 12 months for one-year insurance cover and 24 months for two-year insurance cover.
Data protection	Your data will be processed for the purpose of claims processing and statistical analysis. Details are outlined in section 19 of the GCT

Collective insurance

Insurer	Great Lakes Insurance SE, Filiale Baar, Lindenstrasse 4, 6340 Baar, a subsidiary of Münchner Rück
Insurance service provider	i-surance AG, Seefeldstrasse 283a, 8008 Zurich
Policyholder	Digitec Galaxus AG, Pfingstweidstrasse 60b, 8005 Zurich
Insured persons	Customers with insured devices purchased through Digitec Galaxus