

The purpose of this information document is to give you an overview of the main coverages and exclusions of your insurance policy. This document is not customized to your specific needs and the information contained herein is not exhaustive. For further information concerning your insurance and your obligations, please consult the documentation, your policy and any other relating document.

What is this type of insurance?

This is an insurance to cover your bike. It is intended for natural persons aged 18 or over, individuals, companies or self-employed persons ordinarily resident in the UK. We insure bikes up to a maximum of £ 10.000 and up to 5 years after the first sale.



What is insured?

Theft, Material Damage guarantee and Emergency Expense guarantee are only applicable if expressly mentioned in the policy schedule.

- ✓ Theft guarantee: Covers the insured bike and its bike related accessories against theft, for so far the accessories are permanently installed on the bike and their values are specifically included within the insured value.
- Optional – Material Damage Guarantee: covers the cost of repairing material accidental damage and damage caused by vandalism, theft or natural elements to your bike and its accessories, for so far the accessories are permanently installed on the bike and their values are specifically included within the insured value. Please note that damage you cause to third parties is not covered by this policy.
- Optional – Emergency Expense guarantee: The guarantee applies when the insured is immobilized and unable to complete his journey with the insured bike due to a:
 - Accident
 - Theft
 - Vandalism
 - Bodily injury consecutive of the use of the bike.

We pay for this guarantee based on supporting documents and up to a maximum £ 200 per claim. This guarantee is limited to 3 claims per insurance year.

Insured Amounts:

- ✓ Theft guarantee:
 - The insured value of the bike (the original purchase price); plus the purchase price of the fixed bike accessories (that have been specifically included in the insurance), minus the contractual excess and depreciation.
- Optional – Material Damage Guarantee:
 - If economically justifiable, we will pay for the repair in full, after deduction of the excess and depreciation.
 - If repair is not possible or not economically justifiable, we will reimburse the amount of the insured bike after deduction of the excess and depreciation. The amount of the insured bike is equal to the value specified in the policy schedule, excluding any additional administrative or delivery costs.



What is not insured?

The complete list of exclusions can be found in the general terms and conditions, here are a few examples:

Theft guarantee:

- ✗ Any damage other than the ones caused to the bike and its insured fixed accessories.
- ✗ Theft when the bike was in a place accessible to the public or in a closed common room if the insured bike is not attached by means of the frame to a fixed point by means of an agreed lock and not locked in accordance with the procedure prescribed by the manufacturer.
- ✗ Wheels, tires and batteries if they are stolen separately. We do reimburse these if they are stolen together with the insured bike.
- ✗ Stolen accessories that are not fixed or original.
- ✗ Excess: No Excess is applied.

Material Damage Guarantee:

- ✗ Aesthetic damage or wear and tear damage to the bike.
- ✗ Damage resulting from wear and tear or a purely technical defect.
- ✗ Damage resulting from riding the bike while intoxicated.
- ✗ Damage to accessories not original or not permanently attached to the bike and not included within the insured value.
- ✗ Damage resulting from modification of the bike or a purely technical defect.
- ✗ Excess: Excess of £35 per claim.

Emergency expense Guarantee:

- ✗ The insured cannot provide evidence of the causal link between the insured event and the supporting documents.
- ✗ The insured cannot provide pictures of the damage bike or evidence of injury.
- ✗ Travel and bike rental expenses is not related to the immobilization of the bike.
- ✗ The insured cannot provide proof of payment of the bike rental or travel costs.



Are there any restrictions on cover?

Coverage restrictions are defined in the general terms and conditions. Here are a few examples:

- ! Coverage for theft applies only if you take all prescribed measures to limit the risk of theft and you report the theft to the police within 24 hours.
- ! You are not insured if you carry out technical modifications to the bike contrary to the manufacturer's recommendations.
- ! The insurance is available to persons ordinarily resident in the UK.



Where am I covered?

- ✓ You are covered in the European Union, in the United Kingdom of Great Britain and North Ireland, the Principalities of Andorra and Monaco, the Vatican City, Iceland, Liechtenstein, Norway, San Marino and Switzerland.



What are my obligations?

- You must provide us with the exact information and circumstances at the time of the conclusion of the insurance contract.
- You must inform us of any changes that occur during the term of the insurance contract that affect the items and statements mentioned in the policy.
- You must notify us of any claim to the insurance intermediary as soon as possible and no later than 8 days from the time it becomes known to the insurance intermediary. In the event of a claim, you must take all necessary measures to limit the extent of the damage.
- You must report the theft of the bicycle to the police or judicial authorities within 24 hours of becoming aware of the theft or attempted theft and damage. A copy of the report will be requested when you make a claim.
- If it is possible to repair your bike, you must go to an approved repair shop and provide us with an estimate of the damage before the repair is carried out.
- You must pay the premium(s) as and when they are due.



When and how do I pay?

You must pay the premium when you take out the policy online. Payment must be made in full and can be made by either debit or credit card. You will receive an invitation to pay from your insurer at renewal if you wish to renew your policy.



When does the cover start and end?

The start date and duration of the insurance are indicated in the policy schedule. Coverage begins at the time specified in the policy and ends on the expiry date at 12:00 a.m.

The contract is concluded for a period of one year and a renewal can be offered for a further period of one year four times. If you have purchased a second-hand bike, renewal can be offered only if the bike is not older than 5 years after the first owner's purchase.

The cover automatically ends if the bicycle is stolen (and not recovered) or destroyed, after a claim in respect of the theft or material damage is settled.



How do I cancel the contract?

- You may cancel the insurance contract within 14 calendar days of receiving the policy documents without charge or penalty. Cancellation takes effect immediately after notification. You will receive a full refund of the premium paid as long as you have not made a claim and do not intend to make a claim.
- If you are offered a renewal of the insurance contract, you may cancel the renewal by contacting us by email to bike@qover.com. You should notify us no later than 10 days before the start date of your new policy (as stated in the renewal notice) if you do not wish to renew your policy.
- You can also cancel the insurance contract after a claim, no later than 15 days after payment or a refusal to pay compensation. The insurance contract will then terminate 15 days after notification. You must inform us by registered letter or email to bike@qover.com.