

Mobility Scooter Rescue

Insurance Product Information Document



The **Ethical**
Choice

Company: ETA Services

Product: ETA Mobility Scooter Rescue

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We have produced this document to present you with a summary of cover. To understand exactly what you will be covered for, please read your policy wording and personalised schedule in full as you may not be covered for everything included in the summary.

What is this type of Cover

This cover is intended to arrange the recovery of mobility scooters and the rider if a breakdown to their scooter occurs which is irreparable at the scene.



What is covered?

- ✓ Recovery
- ✓ Taxi Home
- ✓ Home Rescue



What is not covered?

- ✗ Incidents occurring outside of the period of cover
- ✗ Mobility scooters that have broken down more than three times, where no remedial action has been taken after each breakdown
- ✗ Costs that you would have occurred as part of the journey and costs that we have not agreed including incidental expenses
- ✗ Claims that exceed the value of the mobility scooter
- ✗ Repair costs
- ✗ Any other costs in addition to the call out charge and transportation of you and your mobility scooter/ powered chair



Are there any restrictions on cover?

- ! Your mobility scooter must be maintained in a safe and roadworthy condition and serviced in accordance with the manufacturer's guidelines
- ! You must take steps to permanently repair your mobility scooter following a breakdown
- ! You must be over 16 years of age and be a permanent legal resident of Britain
- ! The most we will pay for one claim is £250
- ! The waiting period to make a claim is 24 hours from the purchase date of the policy
- ! Home rescue cover does not include claims for flat batteries



Where am I covered?

Cover is offered for your mobility scooter within Britain.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.

You must follow our claims process which can be found in your policy documentation.



When and how do I pay?

Premium is paid as a one-off payment.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If you decide for any reason that this policy does not meet your needs, and you notify us within 14 days, you will receive a full refund unless a claim has been made. After 14 days, we will refund you with an amount proportionate to the unexpired period remaining on the policy, unless a claim has been made.