Mobility Scooter Rescue

Insurance Product Information Document

Company: ETA Services
Product: ETA Mobility Scooter

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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

Please refer to the policy wording for a full list of exclusions.

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

Please refer to the policy wording for a full list of coverage restrictions.

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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.

Where am I covered?

- Cover is offered for your mobility scooter within Britain.

When and how do I pay?

- You can pay your premium annually using any major card or by Direct Debit.

When does the cover start and end?

- Your cover starts and ends on the dates shown on your policy schedule.
- We will contact you 14 days before your renewal date with your renewal quote. We will automatically renew your policy unless you tell us not to.

How do I cancel the contract?

- You may cancel this policy by contacting us on 0333 000 1234 or via email at customercare@eta.co.uk.
- If the cancellation is made within 14 days of the start date or the date you receive the policy documents if this is later and provided no claims have been made, we will refund any premium paid.
- After 14 days:
    - You will receive a refund less a deduction for the time you have been on cover.

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