



## Accidental Damage Protection

### Why do you need Emax Care?

Emax Care provides extended peace of mind by securing your electronic gadget from accidental damage which does not get covered under manufacturer's warranty.



#### Accidental Damage

Emax Care covers incidents of Accidental Damage to your device unlike the manufacturer or extended warranty



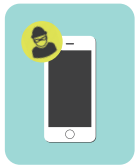
#### Liquid Damage

Liquid spillage leads to spend of 70% - 100% of device's value to repair. This is covered under Emax Care



#### Cracked Screen

Tiny crack or a gaping hole or shattered screen, Emax Care covers it all unlike the manufacturer or extended warranty



#### Robbery / Burglary

Theft using violence, threats or intimidation or theft by forcible entry or exit of the premises get covered under this policy

#### For Claims

Telephone: Gulf Assist 800 0973 0536

Email: [Techdep@mapfre.com](mailto:Techdep@mapfre.com)

Working hours - 24 hours a day, 7 days a week, 365 days a year

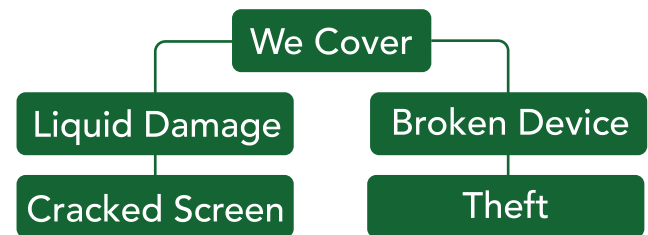
This document is synopsis of Terms and Conditions,  
for detailed Terms and Conditions please visit <https://uae.emaxme.com/emaxcare>

Think Beyond Manufacturer Warranty

## Accidental Damage Protection

# Don't Get Stuck with Big Repair Bills

*Get Protected for Accidental Damage*



Think Beyond Manufacturer Warranty





## Accidental Damage Protection

### What is Emax Care?

Emax Care is Accidental Damage Protection Plan for electronics products purchased from Emax. Emax Accidental Damage Protection is powered by **Oman Insurance Company P. S.C.**

### What is covered under Emax Care?

A wide range of products are covered under Emax Accidental Damage Protection, as Laptops, tablets, Mobile Phones, Desktop Computers, games consoles, digital, video cameras, domestic appliances, and other electronic gadgets.

- Hassle free enrollment
- Flexible options of 1, 2, or 3 year coverage
- Holistic coverage of accidental or liquid damage or cracked screen cases
- Covers upto 2 claims or 1 replacement during the policy period

## Questions & Answers

### When does coverage commence?

The coverage commences immediately after the purchase from Emax.

### What is my policy number?

Emax invoice number will be your policy number and Emax invoice needs to be preserved for availing the claim.

### Is there any depreciation?

No Depreciation.

### How do I file a claim?

The Insured has 5 working days to report the Accidental Damage, Robbery & Burglary incident through the following channels:

#### For Claims

**Telephone: Gulf Assist 800 0973 0536**

**Email: Techdep@mapfre.com**

**Working hours - 24 hours a day, 7 days a week, 365 days a year**

For more information visit <https://uae.emaxme.com/emaxcare>

\*Terms and Conditions apply.

## Accidental Damage Protection

### Key Exclusions

- When insured device does not match the details stated in the policy
- Losses that occur outside policy period or outside the United Arab Emirates
- Claim reported after 5 days will not be covered
- Any tampering or malfunction of the insured device
- Not able to provide original invoice at the time of claim
- Any loss related to the accessories of the Insured Device
- Cosmetic damage which does not prevent the correct operation of the Insured Device
- Any breakdown or damage covered by the manufacturer's warranty or any other Insurance

### What will happen if my device breaks down?

Once claim is validated as per terms and conditions, device will be repaired by Authorized Service Provider. In case device is unrepairable, insured device will be replaced with an identical or similar refurbished device. In case device is replaced within warranty period, the manufacturer warranty will not be void as applicable.

### Is there anything that I must pay at the time of claim?

Yes, excess value needs to be paid for repair or replacement of device as applicable as per below table. Once device is replaced policy gets expired.

Non-Smartphones & Non-Smart Watches Excess Amounts	
Benefit	Excess in AED
Replacement	AED 99
Repair	AED 49
Apple & Android Smartphones Excess Amounts	
Benefit	Excess in AED
Replacement	AED 199
Repair	AED 99
Smart Watches Excess Amounts (Based on the option chosen)	
Benefit	Excess in AED
Replacement	AED 100

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