



FULL COVER & DAMAGE COVER WITH APPLE CARE SERVICES

Non-insurance terms for consumer and small business customers.

Full Cover and Damage Cover with AppleCare Services also include a non-insurance benefit. The terms for this benefit are set out below. With the exception of the terms and conditions of insurance, we can change the below terms, change the charges or discounts or withdraw the products or discounts at any time. We will try to give you notice of any such changes. For consumer insurance terms please visit ee.co.uk/insuranceterms, or for the small business terms, please visit small business insurance on ee.co.uk/businessterms

Faulty Device

If your device develops a fault please contact EE and we will discuss your options. By 'fault' we mean the failure of your device due to any permanent mechanical or electrical defect requiring replacement or repair before normal operation can be resumed.

Depending on the type of fault, a repair could be covered under your manufacturer's warranty. For information on your manufacturer's warranty contact Apple or see apple.com/support.

Multi policy discount

When you take out more than one, Full Cover, Full Cover with AppleCare Services, Damage Cover or Damage Cover with AppleCare Services products you will get a discount on each product you take out. Each policy must be in your name, or in the name of your business for devices on your EE small business account. The discount will not apply if the insurance policy is for someone else. If you're a consumer customer, you'll get a 10% discount on the total monthly cost of EE insurance (if you are entitled to a loyalty discount we will calculate the 10% multi-policy discount after we've taken off your loyalty discount). If you're a small business registered customer, the discount you get will depend on the number of EE insurance products you take out. Your discount can go up and down depending on the number of products on your account each month:

- 2-9 products: 10% discount on each
- 10-19 products: 15% discount on each
- 20+ products: 20% discount on each

Discounts do not apply to your excess fee or any other fees related to insurance. You do not need to take all EE insurance products out at the same time to get the discount. The discount will be calculated monthly based on the number of eligible products on your account by 10pm on the day your bill is run and then applied to that Airtime Plan bill.

