

All-risk Carepack insurance. Terms for companies.

Complete terms and conditions applicable to IT products and mobile phones. Conditions no. 6002017 per. 01.09.2017. Page 1 of 2

This document (2 pages) represents the full insurance conditions. The chosen coverage is stated in the policy / certificate or the invoice for the purchase of the insurance. These terms do not apply to copiers, printers, scanners, plotters.

1. Coverage.

The insurance covers the product (s) stated in the policy against:

1. Damage caused by endogenous error (malfunction), which means that the product cannot be used.
2. Damage caused by unforeseen external events, which means that the product cannot be used.

This insurance does not cover students at schools, children in institutions and similar. However, teachers and administrative staff are covered by the insurance. Products supplied / provided to a school, institution or other teaching activities and applied / used by or has been used by students / children in private- / public schools, colleges, and institutions or in other teaching activities are not covered by this insurance. However, products for training company staff are covered by the insurance. This insurance does not cover damage caused by fire, loss, forgotten and misplaced products as well as all forms of theft.

2. Ensuring period and documentation.

Securing period is 1-4 years. Mobile phones maximum of 2 years. The selected period is stated in the policy / certificate or the invoice for the purchase of the insurance and is calculated from the product's purchase date or documented delivery date. It is a condition of the insurance coverage, that the policyholder can prove acquisition / ownership of the product by sending invoices and premium receipt for the product.

2.1. Where does the insurance cover?

The insurance covers around the world for portable equipment.

3. Claim Form.

Any damage must be reported immediately (no later than 1 month after the injury date and within the insurance period) to USG Danmark Forsikringsagentur online at WWW.USGFORSIKRING.DK. The policyholder must use repairer / dealer directed by USG Danmark Forsikringsagentur, for repair and / or re-supply of the damaged product.

When reporting damage to the product, the following must be reported to the claims handler:

- The product imei / serial number as well as the user's name, address, telephone number and e-mail
- Information on WHAT has happened, HOW it has happened and WHEN it has happened.
- Password, screen lock and / or "Find my iPhone" must always be deactivated before the product is handed in to the service workshop.
- It is the responsibility of both the insured and the claims handler that submission/delivery of damaged equipment takes place as soon as possible to the designated workshop.

Delivery of equipment must take place no later than two months after the date of notification. If the insured has not heard from the workshop and / or claims handler within one week of the notification, it is the insured's duty to check his spam filter or contact the workshop / claims handler again.

4. Compensation.

The insurance refund repair cost. If repair is not possible or repair costs exceed the replacement cost or the impaired value, the product shall be declared total damaged and replaced with a comparable product, at least with the same technical specifications and performance, though not beyond the original purchase price paid less any depreciation. Reservations are made for discontinued brands, models, colors, and special designs that no longer can be replaced. There is no cash compensation. If the policyholder is VAT registered levied tax amount of compensation directly from the policyholder.

When total damaged and / or replacement.

Were total damages are granted, or the product are exchange in connection with a warranty repair (or complaint case) the insurance will continue on the new device (replacement product). Continuation of the policy of the new device requires that the policyholder will inform USG Danmark Forsikringsagentur on serial or IMEI number of the new device within 8 days after the acquisition of the new device / replacement product.

5. Deductible and depreciation.

There is no deductible. If the product is total damaged (after the first year) there are a write-off at 10% per annum of the original purchase price paid. However, there can never be replaced more than similar equipment with the same capacity, performance and the like can be purchased for at the time of the damage.



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6. Exclusions.

The insurance doesn't cover:

- Accessories, consumables, and spare parts (for example, lights, tones, all kinds of batteries, cables, keyboard, power supply, mouse, external speakers, 3D glasses or similar).
- Damage due to improper storage, poor care, misuse, faulty installation, incorrect settings, and user error.
- Damage there are covered by or would have been covered by the supplier, dealer, or manufacturer's warranty, whether distributor or supplier has gone bankrupt, stopped its activity or otherwise are not able to meet its guarantee or warranty obligations or if the policyholder has failed to complain about defects that are covered by or would be covered by statutory warranty.
- Demo, refurbished and used equipment that was not purchased through a dealer and delivered with minimum one year warranty on the product. The insurance does not cover defects in the demo, refurbished and / or used equipment the first year. This whether dealer has gone bankrupt, stopped its activity or otherwise not able to meet its guarantee and warranty obligations. "Demo, refurbished and used guarantee" should in this context not to be confused with warranty. The word "refurbished" means renovated or restored and are mainly used on almost new IT products that have been repaired for minor injuries or minor cosmetic defects, and therefor are sold cheaper than brand new equipment.
- Damage to the product that are caused by not using the product according to the instructions from the manufacturer user manual.
- Damage consisting of scratches, nicks, minor injuries, and the like, which does not make the product unusable.
- Indirect damage (consequential damages).
- Computer Virus, date errors, software bugs and updates, data loss including software, digital images, applications, music files and similar or defects in components not supplied with the product upon purchase.
- Damage caused by fire. Furthermore, loss, forgotten and misplaced products as well as all forms of theft.
- Costs for new sim cards, mobile subscription, and the like.
- Costs for examination and transport if there is not found a covered claim. USG Danmark Forsikringsagentur or repairer / dealer may then charge a fee to cover time spent and costs.
- Costs for examination and repair at a repair that is not directed by USG Danmark Forsikringsagentur or insurance administrator. Costs for improper repair or damage occurred during repair. Including damage caused by improper packaging for transport and shipping and as a result of unauthorized alterations to the insured product.
- Damage to products where the serial number can't be read / identified.

This insurance covers incidental to other insurance that may cover the same product. If insurance also cover, then the insurance contract law provisions on double insurance will be used.

7. The compensation lapses wholly or in part if:

- There are intentionally withheld or given false information relevant to the assessment of the damage.
- There is damage directly or indirectly caused by or in connection with war, warlike conditions, terrorism, rebellion, civil unrest and violation of neutrality, atomic nucleus reactions, whether such damage occurs in wartime or peacetime.
- The policyholder or the user has caused the insurance event willfully or through gross negligence.

8. Termination.

The insurance may be terminated in writing by both the insurer and the customer with 30 day's notice to the first day of a month. In such cases charged an administration fee of DKK 150.00, which is deducted from the sums remaining prize. The insurance can also be terminated in writing by either party with a minimum of 14 days' notice and no later than 1 month after completion of treatment of any injury, regardless of the outcome of claims handling. If applicable, a proportionate premium is refunded for the remaining period, less an administration fee of DKK 150.00.

9. General

The insurance is written through ETU Forsikring A / S (insurer) Hærvejen 8, 6230 Røddekro CVR 30,072,855th The insurance is offered and administered by USG Danmark Forsikringsagentur, Stamholmen 175, 2650 Hvidovre, CVR 18850508 as the agent of the insurer. USG Danmark Forsikringsagentur are registered in the FSA's insurance mediation register and supervised by the FSA. The registration can be checked on FSA's website www.finstilsynet.dk or by contacting the FSA.

Taxes are included in the prize and paid by the insurer under the law. The insurance is subject to Danish law, including the Insurance Contracts Act.

10. Complaints.

Complaints about damage decisions where the policyholder cannot reach an agreement with USG Danmark Forsikringsagentur, shall be directed in writing to the ETU Forsikring A / S or the ETU Forsikring A / S appointed insurance administrator.

11. Special conditions.

According to the Law on Insurance Mediation §§33 and 34, we draw attention to the fact:

- This document constitutes the full insurance conditions.
- Certain types of damage could also be covered by other insurance. The insurance covers the alternative to these policies.
- This insurance does not change the rights in the warranty provisions of the buyer but extends coverage up to a total of 48 months.
- There are 14 days to cancel the insurance policy.
- Damages must be reported online to USG Danmark Forsikringsagentur via WWW.USGFORSIKRING.DK.

12. Disputes.

Any dispute arising out of this Agreement shall be governed by Danish law and with the Maritime and Commercial Court in Copenhagen as venue.

