

Phone Care Insurance

Terms & Conditions

Important Disclaimer: Cell Phone Max is a registered independent retailer. We are NOT an official insurance underwriter, nor are we affiliated with, authorized by, or endorsed by any official mobile phone manufacturers (e.g., Apple, Samsung) or network providers. Insurance services are provided through our registered retail entity.

1. Coverage Overview

Our Phone Care Insurance covers the following subject to the premium plan selected:

- **Accidental Damage:** Repair or replacement if your device is damaged due to an unforeseen accident.
- **Liquid Damage:** Protection against spills and immersion in liquids.
- **Mechanical Breakdown:** Coverage for internal hardware failures after the manufacturer's warranty expires.

2. Key Limitations

- **Excess Fee:** A standard excess fee applies to every successful claim.
- **Loss and Theft:** Standard plans do not cover loss or theft unless "Premium Protection" is explicitly purchased.
- **Unauthorized Repairs:** Any repairs carried out by third parties without our prior consent will void the insurance coverage.

3. Claims Process

To initiate a claim, you must contact our Blackburn office within 48 hours of the incident. Proof of purchase and the damaged device must be presented for inspection.

Retailer & Support Information

Retailer Name: Cell Phone Max

Registered Address: 100 AUDLEY RANGE, BLACKBURN, ENGLAND, BB1 1TF

Contact Number: 0288 009 0072

Email: info@cellphonemax.store

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