

Welcome to Toolbox by Admiral Goods and Tools cover

This booklet sets out **your** contract for **Goods and Tools** cover. Please read it carefully along with **your** current policy summary and statement of insurance. This is important, as the agreement to insure **you** is based on this information.

This policy is designed to meet the needs of anyone wishing to make sure their **tools**, materials or stock are covered in the event of a road traffic collision, fire, theft or attempted theft from **your specified vehicle** or **home** stated in **your** policy summary.

As with any insurance, this policy does not cover all situations and **you** should read the terms and conditions of this policy to make sure it meets **your** specific needs.

Toolbox by Admiral does not make personal recommendations as to the suitability of the policy to individual circumstances. This means **you** are responsible for deciding whether the policy is suitable for **your** needs.

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About your Goods and Tools cover

Thank **you** for purchasing **your Goods and Tools** cover from **us**. **We're** confident **our** friendly, fast and transparent service will keep **you** a happy customer for years to come.

We hope this booklet clearly explains the **Goods and Tools** cover **you've** bought. If **you** have any questions, please don't hesitate to call **our** Toolbox by Admiral Customer Services team on **020 3808 7099** or email: contact@toolboxbyadmiral.com.

This policy document and **your** policy summary and statement of insurance sets out the details of **your** insurance cover. Please read these carefully.

Your policy

Key words in this policy document are defined in 'Section 1: Definitions'. If a word has a defined meaning it will be **highlighted in bold** and will have the same meaning across this **Goods and Tools** policy document.

Section 1: Definitions

Specified vehicle

With **specified vehicle we** mean the vehicle (including any attached trailer) that appears on the policy summary issued by **Able Insurance Services Limited**.

Home

The location listed as **your home** address on the policy summary including the garage at the same location.

Employee

Any person under a contract of employment or any self-employed person providing **you** with labour only, or any person hired to **you** including those provided by employment agencies on a temporary basis.

Able Insurance Services Limited

Toolbox by Admiral is a trading name of **Able Insurance Services Limited** (Reg. No. 02890075) authorised and regulated by the Financial Conduct Authority (Firm Reference Number: 311649).

Insured event

Fire, theft or damage to **property**.

Excess

The amount **you** must pay towards any claim under this policy. **Able Insurance Services Limited** will not be responsible to **you** for the **excess** under any circumstances.

Goods

Stock, merchandise or provisions owned by **you** and used in connection with **your** business.

Period of insurance

The cover dates specified in the policy summary.

Property

Goods and Tools owned by **you** and used in connection with **your** business. **We** will also pay to replace up to 1 laptop or tablet per **insured event**.

Territorial limits

Great Britain, Northern Ireland, the Isle of Man and the Channel Islands, including travel between any of these.

Tools

Hand **tools**, power **tools**, machinery, equipment, consumables, a laptop or tablet, spare parts or similar items owned by **you** for which **you** are responsible for and used by **you** or any **employee** in connection with **your** business.

Total sum insured

The **total sum insured** as shown in **your** policy summary is the maximum amount **we** will pay for any claim or series of claims arising from the same **insured event**.

We, Us, Our

Able Insurance Services limited trading as Toolbox by Admiral and/or the underwriters.

You, Your, Policyholder

The person named as the **policyholder** on the policy summary.

Section 2: What's covered

You'll be covered up to the **total sum insured** for **property** that is damaged as a result of a road traffic accident in the **specified vehicle**. **You'll** also be covered for any damage to **property** caused by fire, theft or attempted theft from either the **specified vehicle** or from **home**.

What we'll pay

Classic Package

Where you have selected our Classic package:

Once **we** have decided how to settle **your** claim, **we'll** pay one of the following:

- The replacement value if the **property** can't be repaired in a cost-effective way.
- The cost to replace the damaged part of the **property**.
- The cost of repairing the **property**.

For the replacement value of **tools**, **your** settlement will be reduced by the percentage shown in the table below. The time period will be calculated from the date **you** bought the **tools** to the date of the **insured event**.

Time period	Deduction
0 – 11 months	10%
12 – 23 months	20%
24 – 35 months	30%
36 – 47 months	40%
+48 months	50%

Please note: for both packages – where the policy is being paid for monthly, the premium for the remaining months will be deducted from any claim payment.

The maximum **we'll** pay for each **insured event** is the **total sum insured** less the deduction shown above and **excess**.

Pro Package

Where you have selected our Pro package:

- The replacement value if the **property** can't be repaired in a cost-effective way.
- The cost to replace the damaged part of the **property**.
- The cost of repairing the **property**.

For the replacement value of **tools**, **we** will pay the original purchase price stated on **your** purchase receipt or invoice.

For both Packages

Where the policy is being paid for monthly, the premium for the remaining months will be deducted from any claim payments.

Section 3: What isn't covered

1. The following property isn't covered:

- a. Money, credit or debit cards, stamps, tickets, vouchers, securities or anything similar.
- b. Documents or business records (including those stored electronically).
- c. Computer hardware and components of a similar nature (other than 1 laptop or tablet covered in the policy) used in or in connection with a computer or other device. **We** will not cover any claim for loss of data stored on any storage device.
- d. Satellite navigation equipment, games consoles or televisions.
- e. Mobile phones, electronic organisers, digital cameras or other electronic devices which are designed for recording, storage, management, processing, use, display, playing, transmission or communication of data, images or sound.

2. We won't pay any claim for property, which was stolen or damaged by an attempted theft from an unattended vehicle, where:

- a. The **property** was in the open cargo area of the **specified vehicle**, unless it was stored in a tool box or chest which was permanently fixed to the **specified vehicle** and was securely locked with the keys removed.
- b. The doors, windows or other openings were left open or unlocked or the keys weren't removed.
- c. **You** must not leave **your specified vehicle** unattended for more than 24 consecutive hours at any location that isn't the **home** address shown in **your** policy summary, unless **your specified vehicle** is kept in a secure locked garage or locked secure site.

3. We won't pay for property:

- a. For theft from an unattended **home** where all doors and window are not securely locked.
- b. That was damaged or destroyed because it wasn't packed well enough to withstand transit or because it was carried in an unsafe, insecure or illegal manner.
- c. Carried by **you** under a contract of hire or reward, handling or storage.
- d. While it is being driven under its own motive power or towed on its own wheels.
- e. That has suffered a mechanical, electrical or electronic breakdown or failure unless external damage to that **property** has occurred, and such damage is covered under this policy.
- f. That was damaged or destroyed because of; deterioration, mildew, mould, moth, vermin, ordinary wear and tear or any characteristic of the **property** that in itself leads to loss or damage irrespective of any other cause.
- g. That has pre-existing damage or has been damaged by wear and tear, unless additional damage is caused during an **insured event** in the **specified vehicle**.
- h. Which is covered under any other insurance except in respect of any **excess** beyond the amount which would have been covered under such other insurance had this policy not been affected.
- j. If **you** don't give **us** the information **we** need.

Section 4: Conditions of your policy

1. Care of your vehicle, home and property

a. **You** must:

- Protect the **specified vehicle, home** and **property** from loss or damage.
- Allow **us** to inspect the **specified vehicle**, or **home** at any reasonable time **we** ask.
- Make sure the **specified vehicle** is roadworthy.
- Remove the keys or secure any device that allows access to the **specified vehicle**; if it is left unattended.

b. **We** will not pay for any claims where **you** fail to protect the **specified vehicle, home** or **property** from loss or damage through:

- The inappropriate conduct of the driver; or
- The condition of the **specified vehicle** caused or contributed to the accident; or
- The **specified vehicle**, or **home** being left unlocked or unsecured.

2. Notification to the police

You must notify the police as soon as **you** become aware of any malicious damage, theft or attempted theft and obtain a crime reference number.

Section 5: How to make a claim

How to notify your claim

You can notify **us** of a claim online by logging on to **your** [customer account](#) and complete the claims notification form.

If **you** aren't sure whether **you** can make a claim, just give **us** a call on [020 3808 7099](tel:02038087099). Or, if **you** prefer, **you** can reach **us** via email at contact@toolboxbyadmiral.com.

Also **you** must:

- Immediately report to the police any claim involving malicious damage, theft or deliberate fire or when the **specified vehicle** is taken without **your** consent, or where a theft occurs from **home** and obtain a crime reference number.
- Provide all information about the claim **we** request.
- For all claims, provide proof of purchase, invoice or hire agreement for the **property you** are claiming for.
- Provide evidence of the damage caused to either the **specified vehicle** or **home**
- Pay an **excess** of £100 for each and every claim.
- If **you** don't comply with the above **your** claim might be refused and/or **your** policy cancelled.

Important

If **you** are having difficulty acquiring the evidence required, please contact **us** to discuss **your** options, if evidence is not provided it will result in **us** closing down the claim. The cost of providing proof of **your** claim is **your** responsibility.

Section 6: Cancellation

1. This cover ends automatically as soon as one of the following happens:

- If **you** fail to make **your** agreed monthly payments.
- If **you** don't renew the policy before the expiry date as shown in **your** policy summary.
- If **your** policy is declared void due to fraud, dishonesty or non-compliance with policy conditions.

a. Your rights

- **You** can cancel **your** policy at any time through **your** self service customer account or by calling **our** customer service team.
- If **you** cancel before the policy inception date, **you** will be entitled to a full refund of premium.
- Once cover has commenced, **you** will be charged for each month or partial month used.
- For customers paying annually, **you** will be entitled to a refund of full unused months.
- For customers paying monthly, **you** will not be charged any further payment after the policy has been cancelled. Please note: There is no refund for partially unused months.

Example of charges:

- If **your** annual premium is £120, each month will represent £10 of premium ($£120/12 = £10$ per month).
- If **you** cancel the policy during the 1st month of cover **you** will receive a refund of 11 full unused months = £110 refund.
- If **you** cancel the policy during the 5th month of cover **you** will receive a refund of 6 full unused months = £60 refund.

For the purposes of cancellation charges a month will run e.g. If **your** policy start date is the 5th of the month, the new month will be calculated from the 5th of the following month regardless of how many days are in the particular month.

If you made a claim during the **period of insurance**, the full premium is payable, and no refund will be given.

b. Our rights

We may cancel this policy at any time by sending 7 days' notice in writing to **your** last known address if:

- **You** are in breach of any of the conditions of this policy.
- **You** fail to respond to written requests for further information or documentation.
- **You** don't pay any monies owed.

If **we** cancel **your** policy, **you**'ll be charged in line with the cancellation charges set out above.

If **you** or anyone acting for **you** misleads **us** during the policy in a way that would impact either the terms and conditions or **our** ability to offer cover, **your** policy and any other policies **you** have with **us** will be cancelled or voided and **you** won't get a refund.

Section 7: How to make a complaint

We're fully committed to giving **you** a first class level of service. But if **you** ever feel like **we've** fallen short of the mark, please address **your** concerns or complaints to:

Complaint Manager,
Able Insurance Services Limited,
Floor 4 No. 3 Capital Quarter,
Cardiff, United Kingdom,
CF10 4BZ.

Tel: [020 3808 7099](tel:02038087099)

Email: complaints@toolboxbyadmiral.com

If **we've** given **you** our final response but **you're** still unhappy, or more than 8 weeks have passed since **we** received **your** original complaint, **you** can refer **your** complaint to the Financial Ombudsman Service (FOS). Here are their details:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
www.financial-ombudsman.org.uk

Tel: [0800 0 234 567](tel:08000234567)

Or: [0300 123 9 123](tel:03001239123)

Email: complaint.info@financialombudsman.org.uk

Section 8: Extra Information about your policy

Rest assured, any decision **we** make in respect of a claim made by **you** under this product has no bearing on any decision **we** may make in respect of any other policy **you** may have with **us**.

Governing law and language

This insurance shall be subject to English Law, unless specifically agreed otherwise.
All communication is to be conducted in English.

Transfer of your policy

You can't transfer **your** rights or interests in this policy to anyone else. This policy won't have any value at the end date or if it is cancelled.

Rights of third parties

This agreement is made for the benefit of the parties to it and is not intended to benefit, or be enforceable by, any other person in accordance with the Contracts (Rights of Third Parties) Act 1999 or otherwise.

Rights of recovery

Upon conclusion of a claim under this policy, **we** can take over and if necessary, conduct proceedings in **your** name to recover any amount paid from the responsible party (e.g another insurance company).

Providers and suppliers

Toolbox by Admiral is a Trading Name of **Able Insurance Services Limited** (Registered in England and Wales, Reg No. 02890075) registered office is Floor 4, No 3 Capital Quarter, Cardiff, United Kingdom, CF10 4BZ. Toolbox by Admiral is authorised and registered by the Financial Conduct Authority (Firm Reference Number: 311649).

Admiral Insurance (Gibraltar) Limited is licensed and regulated by the Gibraltar Financial Services Commission under the Financial Services (Insurance Companies) Act 1987 of Gibraltar.

The Financial Services Compensation Scheme

We are members of the Financial Services Compensation Scheme. If **we** are unable to meet **our** obligations **you** may be entitled to compensation from the scheme, depending on the type of insurance and circumstances of the claim. Cover for the claim or policy is provided at 90%.

You can get more information about the compensation scheme arrangements from the FSCS.

The contact information is: The FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.

Tel: [0207 741 4100](tel:02077414100) or [0800 678 1100](tel:08006781100)

Email: enquiries@fscs.org.uk