

FAQ	Answer
Who can purchase Epic Device Insurance?	<p>You can purchase Epic Device Insurance insurance if:</p> <ul style="list-style-type: none"> <li>- You are a permanent resident in Malta</li> <li>- You are 18 years of age or older</li> <li>- You are an epic pay monthly customer</li> <li>- You take out the insurance cover at the same time as you purchase the insured device or within thirty days* after the purchase. *After 08/05/2024</li> <li>- The Insured Device is purchased as new at a price up to EUR 2,000 (including VAT) or like-new and in good working condition (displaying virtually and technically no imperfections) prior to taking out this insurance policy.</li> </ul>
Where can I buy a Epic Device Insurance from if I already have an Epic device?	If you've purchased your device within the last 30 days, you can buy an Epic Device Insurance at any Epic official store.
When does the insurance coverage of my device start?	Epic Device Insurance starts at 00:00 hours on the Effective Date shown in Your Certificate of Insurance.
When should I expect to receive my Epic Device Insurance contract?	After purchasing Epic Device Insurance, the insurance documents will be sent to your e-mail the next business day after you receive your device.
How long does Epic Device Insurance coverage last?	<p>This insurance coverage is provided for an initial period of twenty-four (24) months and can be renewed up to 60 months.</p> <p>Read the full terms and conditions of Epic Device Insurance to learn more about contract duration and renewal.</p>
Which devices can be covered by Epic Device Insurance?	Epic Device Insurance is for devices (smartphones or tablets) purchased as new at a price up to EUR 2,000 (including VAT), or like-new and in good working condition (displaying virtually and technically no imperfections) bought at epic up to 30 days prior to taking out this insurance policy.
What is covered by Epic Device Insurance?	<p>Your policy covers your insured device during the period specified in your Certificate Schedule for:</p> <ul style="list-style-type: none"> <li>- Accidental Damage and Liquid Damage to the insured device due to a sudden or unforeseeable external event (such as dropping, falling down, fire, contact with liquids) such that it can no longer be properly used. For more information about your insurance cover read the full terms and conditions.</li> </ul>
What is not covered by Epic Device Insurance?	<p>Among others, Epic Device Insurance does not cover theft, loss, improper usage, software damage, warranty-related defects nor cosmetic damage.</p> <p>For more information about your insurance cover read the full terms and conditions.</p>

In which countries does Epic Device Insurance coverage apply?	Epic Device Insurance offers worldwide coverage for international travel with a maximum duration of 60 days, subject to any rules on international sanctions. However, your claim may only be fulfilled or have the device repaired or replaced in the country where you purchased the insurance (Malta).
Who is Epic Device Insurance insurance partner?	Epic Device Insurance is manufactured by Oney Insurance (PCC) Limited (Co. Reg No: C53202), a cell company authorised under the Insurance Business Act, 1998, to carry on general insurance business and is regulated by the Malta Financial Services Authority. Its registered address is at 171, Old Bakery Street, Valletta VLT 1455, Malta. The Policy will be Managed by bolttech Europe Agency GmbH, a private limited liability company incorporated in Germany with company registration number HRB 165518 B with registered address at Kurfürstendamm 194, 10707 Berlin, Germany, and authorised as insurance intermediary by the Chamber of Commerce and Industry of Berlin (IHK Berlin), operating in Malta on an FOS basis.
Can I transfer my Epic Device Insurance to another person?	Your policy cannot be transferred to another person or device.
Can I cancel Epic Device Insurance?	You may withdraw from your policy within the 14 working days of the cooling of period after the start date, and without giving any reason. You may also cancel your policy any time after the 14 working days cooling of period, by providing written notice to the Policyholder (epic), and cancellation will take effect at the end of the monthly period. Read the full terms and conditions of Epic Device Insurance to learn more about contract withdrawal and cancellation.
What is the difference between warranty and Epic Device Insurance?	Warranty covers damage that involves a lack of function that has arisen from a manufacturing defect (mechanical and electrical failures). That is, the Insured Device has stopped working without external influences. Epic Device Insurance covers unexpected events that result from an accident, as determined in the policy terms and conditions. You are allowed to make up to two claims per twelve consecutive months. All repairs are carried out in authorized repair stores using original parts. The warranty remains even after a repair, as the warranty is provided by manufacturer and the insurance is provided by the insurer.
How many claims does Epic Device Insurance cover?	You may submit up to two (2) claims per twelve (12) month coverage period, which begins on the date your insurance cover becomes effective as shown on your Certificate of Insurance.
Do I have to wait a certain period of time before I can submit a claim?	No, you can submit a claim as soon as your policy coverage starts, that is the 00:00 hours on the Effective Date shown in Your Certificate of Insurance.

<p>What do I need to do to submit a claim?</p>	<p>The easiest way to create a claim is to log in to the customer portal: <a href="https://epicdeviceinsurance.bolttech.eu">https://epicdeviceinsurance.bolttech.eu</a>, immediately and no later than five (5) working days after the Accidental Damage or Liquid Damage is discovered.</p> <p>You can also get assistance by email using <a href="mailto:support.epicdeviceinsurance@bolttech.eu">support.epicdeviceinsurance@bolttech.eu</a> or by telephone at 00356 20999900.</p>
<p>Where can I find my IMEI number?</p>	<p>You can find your IMEI number very easily:</p> <ul style="list-style-type: none"> <li>- press *#06# and your IMEI number will appear on your phone .</li> <li>- The IMEI number should also be in the packaging you received when you bought the phone and it should also be on the back of your phone.</li> </ul>
<p>If I live in Gozo, where do I take the device for repair?</p>	<p>If you live in Gozo, you may bring your device to our Gozo retail store:</p> <p>Arkadia Shopping Complex Rabat Gozo, Mon – Sun 09:00 – 19:00.</p> <p>Please note that the repair time may take longer than delivering directly to the repair center.</p>
<p>What should I do in case my device is not working and I do not have Epic Device Insurance?</p>	<p>Please check your warranty information and conditions and contact Epic Support for more information.</p>