

Everything you need to know about Virgin Media Protect Damage Cover

Am I eligible for Virgin Media Protect Damage Cover?

Virgin Media Protect Damage Cover is only available to customers who have purchased a device from Virgin Media. If you're eligible, you'll have received a communication from Virgin Media with details of the device that you can protect.

You can only sign up for Virgin Media Protect Damage Cover up to 30 days after purchasing your device.

You can only have one Virgin Media Protect product in connection with your mobile number. If you have another policy with us, please check it's registered with the correct mobile number.

What exactly am I covered for?

With Virgin Media Protect Damage Cover you'll have worldwide protection against:

- Accidental damage to your device, including cracked or broken screens
- Liquid or moisture damage
- Damage caused by pets
- Malicious damage caused by someone who doesn't have permission to use your device
- Usage by family and friends
- Out-of-warranty breakdown

If you have our full cover product that includes loss and theft protection, please visit our [Virgin Media Protect FAQs](#) for further information on this product. If you're unsure which Virgin Media Protect product you have please refer to your Welcome Pack.

What am I not covered for?

- Loss
- Theft
- Cosmetic damage other than cracked or broken screens

For more information on the policy conditions and exclusions on what you can claim for, please see your [term and conditions](#).

How do I make a claim?

The last thing you want is to go phoneless for long, so we've made our claims and repairs process fast and easy, just like it should be. You can claim online 24/7 right here:

[Start a new claim](#)

[Continue an existing claim](#)

If you'd like to speak to one of our friendly advisers instead, you can call us on 0345 030 3291*

*You can call us on 0345 030 3291, 8am-9pm Monday to Friday and 9am-6pm weekends (we're closed Bank Holidays). Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02. Calls from landlines and mobiles are included in free or inclusive calls packages.

What happens after my claim is accepted?

We'll arrange for our courier to collect your damaged device. Our expert technicians will then repair your device using certified original manufacturer parts and aim to return it to you within 5 working days from collection. It's at this stage we'll charge your payment card with the claim excess fee. All our repaired devices come with a 24-month warranty.

What happens if my device can't be repaired?

If we're not able to repair your device, we'll still fulfil your claim and send you a replacement device. All our replacement devices are refurbished to an 'as new' standard using certified original manufacturer parts and come with a 24-month warranty.

Can I cancel my Virgin Media Protect Damage Cover anytime?

Yep! Virgin Media Protect Damage Cover is completely flexible with no fixed contracts.

Your policy isn't connected to any other contract that you have with Virgin. If you'd like to cancel your Virgin Media Protect Damage Cover you can either call us on 0345 030 3291*, email us at virginmedia@asurion.com, or write to us at Virgin Media Protect, PO Box 670, Brentford, TW8 1DA.

If you cancel within 28 days from the start of your policy (and you haven't made a claim) we'll refund you any premium paid. If you cancel after 28 days, your cover will finish at the end of the period you've already paid for.

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What do I do if I want to complain about Virgin Media Protect Damage Cover?

You can call, email, or write to Asurion (our insurance provider) to complain at any time. If we can't resolve your complaint right away, we'll email or write to you within five working days to explain the next steps. If the issue still isn't resolved within two weeks, Asurion will contact you again to keep you up to speed on what's happening. See below for details on how to contact them.

Call: 0345 030 3291 between 8am-9pm Monday-Friday, 9am-6pm weekends (we're closed Bank Holidays). Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02.

Email: virginmedia@asurion.com

Write: Virgin Media Protect, PO Box 670, Brentford, TW8 1DA

If you're not happy with the outcome of your complaint or Asurion haven't given their final response within 8 weeks of you raising your complaint, you can contact the Financial Ombudsman Service (FOS):

Call: 0800 023 4567 (Freephone) or 0300 123 91234

Email: complaint.info@financial-ombudsman.org.uk

Write: Exchange Tower, London, E14 9SR

You need to contact the FOS within 6 months of receiving Asurion's final decision. The service is free and Asurion are bound by any decision the Financial Ombudsman reaches. This won't affect your statutory rights or prejudice your right to take subsequent legal proceedings. See financial-ombudsman.org.uk for more details.

The insurer is WDP Insurance Limited.