

What is a policy summary?

This document provides key information about the insurance policy for online retailers, underwritten by Hiscox. This policy summary does not contain the full terms and conditions of the policy. These can be found in your policy wording, schedule and/or quotation. If you have any additional questions, please contact PolicyBee directly on 03334 143 488.

Policy name: Online retailers insurance portfolio

Type of insurance: Commercial combined insurance for online retailers

Underwritten by: Hiscox Underwriting Ltd for and on behalf of Hiscox Insurance Company Limited

Significant features and benefits

We offer a broad level of cover, giving our customers true peace of mind. All communications, including the policy wordings, are written in plain English with no jargon to ensure that you know exactly what is and, as importantly, what is not covered.

The policy is specifically designed for retailers of tangible goods via the internet, who may also sell their products at pop-up shops of less than 30 consecutive days in duration or through occasional attendance at markets, exhibitions, fetes and trade fairs.

The following key benefits are included:

Applicable to all policies:

- cover for claims brought against you for damage to third-party property or bodily injury to any member of the public as a result of your business, including claims against your employees and volunteers when they are acting on your behalf;
- cover for claims brought against you for damage to third-party property or bodily injury to any member of the public as a result of any goods sold, supplied, distributed, manufactured, installed or repaired by you in connection with your business;
- cover for costs incurred by you to remedy the effects of pollution caused by your business within the United Kingdom as required by any governmental, administrative or regulatory body;
- compensation if any of your partners, directors or employees is required by our solicitor to attend court as a witness in connection with a claim brought against your business.

Applicable to property damage cover:

- cover for physical loss or damage to your stock and other items used in connection your business while at your business premises, the home of an employee, a third party storage location, an exhibition, a fete, a market or a trade fair within the UK;
- cover for physical loss or damage to your stock and other items used in connection your business while in transit within the UK by road, by rail, by inland waterway or in person, provided that the items are accompanied by at least one partner, director, employee or volunteer of yours;
- cover for physical loss of money held in connection with your business while at your business premises, the home of an employee, an exhibition, a fete, a market or a trade fair within the UK;
- cover for physical loss of money held in connection with your business while in transit within the UK by road, by rail, by inland waterway or in person, provided that the money is accompanied by at least one partner, director, employee or volunteer of yours;
- cover for the cost of reconstituting of your business documents or data which have been lost, destroyed or damaged.

Applicable to business interruption cover:

- cover for your loss of gross profit resulting from an interruption to your business caused by:
 - physical loss or damage to property insured under this policy;
 - physical loss or damage at the premises of one your suppliers operating and based in the European Union;
 - failure in the supply of water, gas, electricity, telecommunications or online market place for more than 24 hours as a result of physical loss or damage;
 - unauthorised access to or malicious blocking of your own website, intranet, network or computer system for more than 24 hours.

Applicable to employers' liability cover:

- cover for claims brought against you for bodily injury, illness, death or disease of any of your employees or volunteers in the course of their work for you.

Applicable to personal accident cover:

- provides a capital benefit following a sudden and unexpected event which results in the death or permanent disablement of any of your partners, directors, employees or volunteers.

Significant exclusions and limitations

We can only cover products that you've told us your business sells, and that we've agreed to insure. Any claims, incidents or circumstances which you know about or ought reasonably to have known about prior to the inception of the policy are excluded unless notified previously. You have an obligation to take reasonable steps to prevent accident or injury and you must protect any property insured under this policy against loss or damage.

You will normally have to pay an initial amount for each claim made against you under the policy. These excesses may vary and your individual quotation and policy schedule will show the specific excesses applicable to you. Any special conditions, limitations or terms that may apply to an individual risk will also be clearly shown in your individual quotation and schedule.

Applicable to all policies:

We will not pay for:

- any claim, including arbitration, brought against you outside the United Kingdom. This includes proceedings in the United Kingdom to enforce, or which are based on, a judgment or award from outside the United Kingdom;
- any claim brought against you due to the ownership, possession, maintenance or use by you or on your behalf of any aircraft or other aerial device, hovercraft, watercraft or any mechanically propelled vehicles and their trailers;
- any claim brought against you due to any work undertaken for your business by bona fide sub-contractors unless you take all reasonable steps to ensure that they have public liability insurance with a limit of indemnity of not less £1,000,000;
- any claim brought against you due to designs, plans, specifications, formulae, directions or advice prepared or given by you for a fee or where a fee would normally be charged;
- any claim brought against you due to the failure of any of your products or any service, process or system provided or managed by you to perform the function or serve the purpose for which it was intended;
- any claim brought against you due to any activity involving the use or application of heat other than the use of soldering irons and domestic cooking equipment;
- any claim brought against you due to any activity taking place:
 - in or on water or underground;
 - more than three metres above ground when outside a building or structure or three metres from floor level when inside a building or structure;
 - in or on any mine, refinery, off-shore installation, power station, airport, aerodrome, aircraft tower, railway, motorway or ship.
- any claim brought against you due to any goods sold, supplied, distributed, manufactured, installed or repaired by you which have not been declared to and agreed by us;
- the costs of recalling, removing, repairing, reconditioning or replacing any of your products or any of their parts.

Applicable to property damage cover:

The most we will pay:

- for physical loss or damage to any one item, pair or set is £5,000;
- for theft or attempted theft of any items which have been left unattended at your business premises or at a third party storage location is £10,000, unless the physical security measures at the building comply with the criteria stated in the policy;
- for theft or attempted theft of any items which have been left unattended in any locked boot, trailer, roof box or locked compartment of a motor vehicle is 10% of the total amount insured under this section;
- for all losses arising from the fraud or dishonesty of your partners, directors, employees and volunteers is 10% of the total amount insured under this section

We will not pay for loss or damage:

- due to wear and tear, inherent defect, rot, fungus, mould, vermin, infestation or any gradually operating cause;
- due to flood, storm or earth movement unless the item is in building built of brick, stone or concrete and roofed with slate, tiles, concrete, metal or asbestos or in a self-contained storage container made of steel;
- due to theft or attempted theft of any item which has been left unattended unless the item is:
 - stored in a locked building or self-contained storage container made of steel and the theft or attempted theft involves entry to or exit from the building or storage container by forcible or violent means;
 - out of sight in a locked boot, trailer, roof box or locked compartment of a motor vehicle and all security measures on the motor vehicle, trailer or roof box are in force;
- due to your parting with title or possession of any item or rights to such item prior to receiving payment in full;
- to any item stored in any building, storage container, vehicle or trailer which has been left unoccupied, unattended or not in use for more than 60 consecutive days;
- to any item while in transit by courier, postal service, air or sea;
- to any item directly resulting from its own electrical or mechanical breakdown, explosion or collapse.

Your obligations

Remember, your premium and insurance cover will be based specifically on the details you provide to us. So the information you give us will form a record of your unique combination of demands, needs and circumstances. Please make sure the information you send us is complete and accurate, and inform us immediately of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. This is particularly important before taking out a policy, but it also applies throughout the life of a policy.

You need to bear in mind:

- if you fail to disclose any information material to the insurance you could invalidate the policy and claims may not be paid;
- you should read and check all insurance documents to ensure that you are aware of the cover, limits and other terms that apply;
- please be aware of all terms and conditions of your policy as failure to comply with them could invalidate it;
- in the event of a claim, you should take note of the required procedures, such as prompt notice to us of the claims, as stated in the policy documentation;
- as with any insurance, you have an obligation to take reasonable steps to mitigate any loss.

Policy length

Insurance contracts normally run for a period of 12 months and your contract period will be clearly shown in your schedule of insurance.

Cancellation rights

You may cancel the insurance by giving us 30 days notice in writing of your intention to do so. We may cancel the insurance by giving you 30 days notice in writing of our intention to do so.

In both cases, we will return to you the amount of premium which relates to the unexpired period, provided that no claims have been notified under the insurance. If a claim or claims have been notified, then we will only return any premium if we (and not you) are cancelling the policy. However, we will not refund any premium under ten pounds.

Claims service

If you need to make a claim, then our claims team can be contacted during business hours on 01206 773899 (please select option one or two as appropriate). You will need to provide your policy number and full details of the claim, including the date, amount and circumstances of loss.

If you require emergency assistance in the event of significant loss or damage to your property outside of normal business hours, then your call will be directed to our out-of-hours emergency assistance team who will be able to put you in contact with essential tradesmen, emergency loss adjusters or disaster management companies. This team operate on a pay-and-claim basis and you will need to have payment card details available as appropriate. Your policy schedule will reflect if property cover is included in your policy.

It is when you make a claim that you really find out how good your insurer is and we are confident that you will not find a better service in the UK. Hiscox prides itself on its fast, efficient, fair and sensible claims service, offering access to expert legal teams.

Any questions or complaints?

If you have any questions or concerns about your policy or the handling of a claim, you should, in the first instance, contact our customer relations team:

Hiscox Customer Relations, 3rd Floor, Mallard House, Kings Pool, 3 Peasholme Green, York YO1 7PX

or by telephone on +44 (0)1904 681198

or by email at customer.relations@hiscox.com.

Our customer relations team will do all they can to put things right, but if you're still not satisfied, we'll tell you how to take your case to the Financial Ombudsman Service. If for any reason we can't meet our obligations to you, you may be entitled to compensation. In that case, rest assured we're fully covered by the Financial Services Compensation Scheme (FSCS). For further information visit www.fscs.org.uk.