

Terms and Conditions

About Your Cover

Cover has been effected between **you** and **Keycare** subject to the terms and conditions contained in this membership for any loss of keys which occurs within the **territorial limits** and during the **period of cover**, for which **you** have paid or agreed to pay the premium.

Your cover is administered by **Keycare**. **Your cover** provides recovery and **locksmith assistance** in the event that **your** keys are lost.

Comments and Complaints

We hope **you** will be completely happy with the service provided; however if **you** are not satisfied we would like to know about it. If **you** have a complaint please contact: Complaints, **Keycare**, 2-3 Quayside House, Quayside, Salts Mill Road, Shipley, BD18 3ST. Tel: 0345 074 6189. Fax: 0845 075 6180. Email: complaints@keycare.co.uk

Definitions

Certain words have specific meanings and wherever they appear throughout this **cover** they have been printed in bold to help **you** identify them.

Cover: These terms and conditions and any changes to them.

Fob: The numbered **key fob** issued to the **subscriber** by **Keycare**, which **Keycare** has registered in the **subscriber's** name.

Keycare: Keycare Limited, 2-3 Quayside House, Quayside, Salts Mill Road, Shipley, BD18 3ST.

Key: Any of **your** keys that are attached to the **fob** during the **period of cover**.

Locksmith assistance: Access to a nationwide network of approved locksmiths.

Period of cover: The period shown above for which **you** have paid or agreed to pay the premium.

Subscriber: The person in whose name, or the company name in which, **Keycare** has registered the **fob**

Territorial limits: The European Union.

You/your: The **subscriber**

GENERAL CONDITIONS

1. Cancellation

The **subscriber** may cancel this cover at any time. If the **subscriber** cancels within 14 days of either receiving documentation or from the inception date of the **cover** (whichever is the later) then any premium already paid will be returned (providing that no claims have been made). If the **subscriber** cancels outside this period there is no entitlement to a refund of premium. **Keycare** may cancel this cover in writing sent to the last known address of the **subscriber**.

2. Fraud

If fraudulent use is suspected **Keycare** reserve the right to withdraw **cover** at any time, without prior notice.

WHAT IS COVERED

If during the **period of cover** and within the **territorial limits** a **key** is lost **Keycare** will:

1. Provide an emergency helpline 24 hours a day, 365 days a year
2. Pay a £10 reward to the finder of a lost **key**
3. Recover lost keys to the **subscriber**
4. Provide locksmith assistance to the **subscriber**

WHAT IS NOT COVERED

Keycare will not cover you in respect of:

1. Keys lost when such keys are not attached to the **fob**
2. Keys lost from someone other than **you**
3. Loss of any property other than a **key**, infra-red handset and/or alarm attached to the **fob**
4. Loss of a key which occurs outside the **period of cover**
5. Any charges relating to **locksmith assistance** provided

RECORDING CALLS

All telephone calls to **Keycare** are recorded to help monitor quality standards and assist with staff training.

DATA PROTECTION

By providing **your** information **you** are consenting to **Keycare** contacting **you** by letter, telephone, fax, email or text message as part of our service in administering **your cover**. The data held about **you** will not be disclosed to any third party organisation that is not associated with providing **your cover**.