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Introduction

This insurance has been specially designed for **your collection**. **We** intend the language and layout to be clear because **we** want **you** to understand the cover **we** provide and **your** obligations. Many of the words and phrases **we** use have a special meaning in this **policy**. If a word or phrase is in **bold** type, please refer to the definition section.

It is important that **you** read this **policy** document, together with any **endorsements** and the **risk details**, very carefully. If anything is not correct, please call **us** as soon as possible.

We will provide this insurance in return for the premium **you** have paid.

Complaints procedure

We are proud of **our** reputation for a quality service. If **you** feel that **our** service at any time falls below the standard **you** would expect, please contact **our** customer relations team in writing at:

Hiscox Customer Relations
The Hiscox Building
Peasholme Green
York YO1 7PR

or by telephone: +44 (0)800 116 4627 or (0)1904 681 198
Email: customer.relations@hiscox.com

If **you** are not satisfied with the way **your** complaint has been dealt with, **you** may ask the Financial Ombudsman Service to review **your** case. This does not affect **your** legal rights. The address is:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
United Kingdom

Telephone:

0800 023 4567 (calls to this number within the United Kingdom are free on mobile phones and landlines)

0300 123 9123 (calls to this number within the United Kingdom cost no more than calls to 01 and 02 numbers)

+44 20 7964 0500 from outside of the United Kingdom

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

The Financial Ombudsman Service is an independent service in the United Kingdom for settling disputes between consumers and businesses providing financial services. **You** can find more information on the Financial Ombudsman Service at www.financial-ombudsman.org.uk.

If **you** contact them or **us**, please quote the policy number shown in the risk details.

Definitions	Words shown in bold type are defined below and have the same meaning throughout this policy .
Total amount insured	The most we will pay for each incident of loss as shown in the risk details .
Collection	The property shown in the risk details . We do not include within collection : <ul style="list-style-type: none"> • jewellery; • watches; • gemstones; • coins; and • precious metals.
Endorsement	A change to the terms of the policy agreed by us in writing.
Period of insurance	The time for which this insurance is in force as shown in the risk details .
Policy	This insurance document and the risk details , including any endorsements .
Risk details	The document showing your name, your address and your insurance details that we sent you when we accepted this insurance or following any subsequent amendment to your cover, whichever is the more recent.
We/us/our	Hiscox Insurance Company Limited, 1 Great St Helen's, London EC3A 6HX, United Kingdom.
You/your	The insured shown in the risk details .

The cover

What is covered	We will insure your collection whilst at the location(s) listed in the risk details , against physical loss or physical damage which happens during the period of insurance , subject to the exclusions, terms and conditions shown below.
Basis of valuation	The market value at the time of loss up to a maximum of £50,000 any one item, pair or set.

How much we will pay

Total loss	If an item is lost or destroyed we will pay the value of that item as shown in the basis of valuation above.
Partial damage	If an item is partly damaged, we will decide whether we pay the cost of restoration or pay the value of the damaged item. If we restore it, we will also pay for any loss in value. The most we will pay in total is the value of that item as shown in the basis of valuation above.
Pairs and sets	If any item which has an increased value because it forms part of a pair or set is lost or damaged, any payment we make will take account of the increased value. The most we will pay is the value of that pair or set as shown in the basis of valuation above.
Full payment	If we pay the full value for an item, pair or set, we will then own it and have the right to take possession of it.
Additional expenses	We will pay the reasonable and necessary additional expenses incurred by you to avoid or reduce a loss insured under this policy . We will only provide this cover if the amount of loss is reduced by more than the expenses incurred.
Total amount payable	The most we will pay in total for each incident of loss is the total amount insured plus any additional expenses as described above.

Other cover

New possessions

We will allow an increase in the **total amount insured** of up to 10% to cover any items **you** acquire during the **period of insurance** unless otherwise stated in the **risk details**. **We** will only do this if **you** tell **us** about the new possession within 60 days of acquisition and pay an extra premium.

What is not covered

We do not cover:

1. loss or damage caused by wear and tear, gradual deterioration, inherent defect, rust or oxidation, moths, insects, vermin, warping, shrinkage, rot, fungus, mould or infestation.
2. loss or damage caused by or resulting from reframing, restoring, retouching or any similar process.
3. loss or damage caused by or resulting from aridity, humidity, exposure to light or extremes of temperature whether naturally occurring or not. This exclusion does not apply to loss or damage directly resulting from or caused by storm, frost or fire.
4. mechanical or electrical faults or breakdown of an item forming a part of the **collection**.
5. loss or damage directly or indirectly caused by or resulting from nuclear reaction, nuclear radiation or radioactive contamination.
6. loss or damage directly or indirectly caused by or resulting from any chemical, biological, bio-chemical, or electromagnetic weapon.
7. loss or damage directly or indirectly caused by or resulting from war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power.
8. loss or damage caused by or resulting from any item of **your collection** being confiscated or taken, or deliberately damaged or destroyed, by or under order of any government or public or local authority.
9. any claim where **you** would be entitled to be paid under any other insurance if this **policy** did not exist.

What to do when a loss occurs

You must comply with the obligations set out in the following claims conditions. If **we** determine that any claim **you** make under this **policy** has been adversely impacted directly by **your** failure to comply with any of the following claims conditions, **we** may refuse **your** claim or reduce the amount of any payment **we** make for the claim.

How to make a claim

You must tell **us** as soon as possible about any incident which **you** may need to claim for under this insurance by calling 01206 711 788. If **you** think a crime has been committed, **you** must also tell the police and obtain a crime reference number from them.

You must prove the loss or damage has happened and give **us** all the co-operation **we** need to investigate **your** claim.

Proof of value

You must prove the value of **your collection** following insured loss or damage.

Recovering a loss payment

We may start proceedings in **your** name, but at **our** expense, to recover for **our** benefit, the amount of any payment **we** have made under this **policy**. **You** must give **us** all the assistance **we** may reasonably require to do this.

Recovered property

If **we** recover any of **your collection** after **we** have paid a claim, **we** will write to **you** at **your** correspondence address shown in the **risk details** and **you** can buy it back from **us** within 90 days. **We** will charge:

1. the amount **we** paid for **your** claim plus interest; or
2. the market value of the item at the time **we** recover it;

whichever is less.

False claims

If **you** have tried to deceive **us** by deliberately giving **us** false information or making a fraudulent claim under this **policy** then:

1. **we** shall be entitled to give **you** notice of termination of the **policy** with effect from the date of any fraudulent act or claim or the provision of such false information;
2. **we** shall be entitled to refuse to make any payment under the **policy** in respect of any claim made or any loss occurring after the date of any fraudulent act or claim or the provision of such false information;
3. **you** must reimburse all payments already made by **us** relating to claims made or losses occurring after the date of any fraudulent act or claim or the provision of such false information; and
4. **we** shall be entitled to retain all premiums paid.

This does not affect **your** rights in relation to any claim made or loss occurring before the date of any fraudulent act or claim or the provision of such false information.

General conditions

Reasonable care

You must take reasonable steps to protect **your collection** against loss or damage and to keep it in good condition and repair. This includes but is not limited to locking all doors and windows as well as engaging fire alarms and security systems at the location(s) listed in the **risk details** whenever **you** are away from such location(s).

If **you** make a claim under this insurance and **we** determine that the loss or damage that has resulted in a claim has been caused or adversely impacted directly by **your** failure to comply with **your** obligations under this condition, **we** may refuse to pay **your** claim or reduce the amount of any payment **we** make for the claim.

Cancellation

You may cancel this **policy** by writing to **us**:

1. within 14 days from the start of this insurance or the date of receipt of **your policy**, whichever the later, and receive a full premium refund if **you** have not made a claim; or
2. at any time after the first 14 days from the start of this insurance or receipt of **your policy**, whichever the later and **we** will return any premium **you** have paid for any **period of insurance** left provided **you** have not made a claim.

We may cancel this **policy** by sending **you** 30 days' notice by recorded post to **your** correspondence address shown in the **risk details**. **We** will return any premium **you** have paid for any **period of insurance** left.

If **you** pay the premium by instalments and an instalment remains unpaid after 14 days, **we** may cancel this **policy** from the date the last instalment was due.

Third parties

This **policy** is solely between **you** and **us**. Nothing in this **policy** is intended to give any other person any benefit under this **policy** or the right to enforce any term of this insurance.

Joint insured

If there is more than one insured named in the **risk details**, the total amount **we** will pay will not exceed the amount **we** would be liable to pay to any one of **you**.

Information

In deciding to accept this insurance and in setting the terms and premium, **we** have relied on the information **you** have given **us**. **You** must take care when answering any questions **we** ask by ensuring that all information provided is accurate and complete.

Misrepresentation

If **we** establish that **you** deliberately or recklessly provided **us** with false information **we** will treat this insurance as if it never existed and decline all claims.

If **we** establish that **you** were careless in providing **us** with the information **we** have relied upon in accepting this insurance and setting its terms and premium **we** may:

1. treat this insurance as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered; or
2. amend the terms of **your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **your** carelessness; or
3. cancel **your policy** in accordance with the cancellation condition.



Collections insurance

Policy wording

We will write to **you** if **we**:

4. intend to treat this insurance as if it never existed; or
5. need to amend the terms of **your policy**.

Change in circumstance

You must tell **us**, as soon as possible, if there are any changes to the information **you** have given **us**. **You** must also tell **us** if **you** have been made bankrupt or convicted of a crime during the **period of insurance**.

When **we** are notified of a change **we** will tell **you** if this affects **your policy**. For example **we** may cancel **your policy** in accordance with the cancellation condition or amend the terms of **your policy**.

If **you** do not inform **us** about a change it may affect any claim **you** make or could result in **your** insurance being invalid.

Governing law and jurisdiction

Unless some other law is agreed in the **risk details**, this insurance is governed by English law. If there is a dispute, it will only be dealt with in the courts of England and Wales unless some other jurisdiction is agreed in the **risk details**.

Using your personal information

Hiscox is a trading name of a number of Hiscox companies. The specific company acting as a data controller of your personal information will be listed in the documentation we provide to you. If you are unsure you can also contact us at any time by telephoning 01904 681198 or by emailing us at dataprotectionofficer@hiscox.com.

We collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide.

For further information on how your information is used and your rights in relation to your information please see our privacy policy at www.hiscox.co.uk/cookies-privacy.

Risk details

Insurance details

Policy number:

Period of insurance: From: To:

Premium details:

Payment method:

Policy wording:

Insured details

Insured:

Correspondence address:

Telephone number:

Email address:

Your cover

Collection:

Location:

Total amount insured:

New possessions: