



**Gadget Cover**  
**How to claim?**  
**Call 01905 691100**

## Ways to claim

### Smashed screen?

Get same day screen replacement for all iPhone models at over 800 Timpson stores.

### Broken Gadget?

Drop off / Pick up service for any smartphone, tablet or laptop at over 2,400 Timpson stores nationwide.

### Too busy?

DPD will collect your device from your home on the same day or at a fixed-time the next day.

### Lost without your phone?

- For only £12.95, ZugarZnap can loan you a smartphone for however long it takes to repair/replace your phone (only available for DPD collection claim method)
- For £30, get a backup 'ZPhone' to take out to the places your smartphone may not survive, because #stupidhappenz (Purchase your ZPhone from our claims partner TRS Ltd).

## How to claim

To use Timpson's over the counter service, first:

Call our partners TRS Ltd:

**01905 691100**

Or email:

**[zz@trsclaims.co.uk](mailto:zz@trsclaims.co.uk)**

You will need your ZugarZnap gadget policy number and details\* of the gadget you are claiming for.

\*any additional information you are able to provide will help speed up your claim, E.G. for a Phone - make, model, colour & IMEI/MEID number (tip: Dial \*#06# to get your IMEI/MEID). For other gadgets - make, model, serial number & proof of purchase. If your gadget has been stolen please also have your crime reference number to hand, available from the police once reported.

**ZUGAR  
ZSNAP**



# How to claim? Call 01905 691100

## **Smashed screen? – iPhones** Get same day screen replacement for all iPhone models at over 800 Timpson stores.

For claims on smashed iPhones screens, we will advise you of the nearest Timpson store and give you a unique claim number.

Visit the store once your claim number has been issued – our team will be expecting you, no appointment necessary.

Your unique claims number will advise the manager of the excess you have chosen (050/12345 will denote a £50 excess). Make a card payment at the store.

We will carry out a full diagnostic test on the iPhone; and if only a screen replacement is required - The work will normally be completed within 2 hours.

So by the time you have finished shopping or had a coffee, your iPhone is repaired and comes with a full 12 months warranty on parts and labour.

If the damage to your iPhone is greater than just a screen repair, you will need to use our drop off / pick up service at one of over 2400 Timpson stores nationwide.

A full list of what to expect and how to monitor the repairs process will not only be explained but also texted or emailed to you. So you are always aware of what's going on.



# How to claim? Call 01905 691100

## **Broken Gadget? – all smartphones, tablets & laptops**

**Drop off / Pick up service for any smartphone, tablet or laptop at over 2,400 Timpson stores nationwide.**

For claims on broken gadgets (smartphones, tablets, laptops), we will advise you of the nearest Timpson store and give you a unique claim number.

Visit the store once your claim number has been issued – our team will be expecting you, no appointment necessary.

Your unique claims number will advise the manager of the excess you have chosen (050/12345 will denote a £50 excess) Make a card payment at the store.

If it's an Apple device, we will have our Apple accredited Tech Labs repair it for you and the item will be returned, normally within 72 hours. For all other manufacturers, repair turnaround is subject to make and model and stock availability the repair might take between 1 and 7 days.

A full list of what to expect and how to monitor the repairs process will not only be explained but also texted or emailed to you. So you are always aware of what's going on.



# How to claim? Call 01905 691100

## Too Busy? - Home collection

To use DPD's home collection service, first:

Call our partners TRS Ltd:

**01905 691100**

Or email:

**zz@trsclaims.co.uk**

You will need your ZugarZnap gadget policy number and details of the gadget you are claiming\* for.

\*any additional information you are able to provide will help speed up your claim, E.G. for a Phone - make, model, colour & IMEI/MEID number (tip: Dial \*#06# to get your IMEI/MEID). For other gadgets - make, model, serial number & proof of purchase. If your gadget has been stolen please also have your crime reference number to hand, available from the police once reported.

Your damaged smartphone, tablet or laptop will be collected at a time and place of your choosing.

You will receive a call from us to arrange collection, where we will walk you through the login process; ensuring collection and delivery are made within an hour timeslot most suitable to you for the very next day.

Same day collections (if arranged before 1PM) are possible but no time scale is offered.

Your Gadget once collected, will be sealed into a secure box and returned to one of our specialist Tech Labs deemed most suitable for the particular repair required.

A full diagnostic test will be undertaken and reported on. If the damage is covered under your policy, the item will be repaired.

If the damage is not covered, you will be notified of the specific details of the damage

and advised of a discounted price to repair; which can then be paid for over the phone - The item will be returned to you within a minimum of 72 hours.

All work carries a 12 month parts and labour warranty.

A full list of what to expect and how to monitor the repairs process will not only be explained but also texted or emailed to you. So you are always aware of what's going on.

## Lost without your phone? – Loan phone

Any time a phone is collected from your address for repair; a smartphone is offered to you on loan, at only £12.95 for the duration of the repair, no matter how long.

Take your SIM out of your damaged phone before it is put in to repair. When you receive your loan phone put your SIM into the loan phone using the fitting kit provided. This means any size SIM is suitable.

If your phone has been lost or stolen; we will preload the loan phone with up to £10 of pay-as-you-go credit.

DPD will deliver the loan phone in a secure box; Open the box - swap the phones and seal the box with your damaged phone inside. DPD will return the item to us for a full diagnostic test and repair.

If able to, ensure that you have removed your security passwords from the items and backup all info contained on the device to either the cloud or an external hard drive; as this will allow us to fully test your item.

Loan phones are likely to be main branded entry quality smart phones.

**ZUGAR  
ZNAP**



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## **Claim contact details:**

**01905 691100**  
**[zz@trsclaims.co.uk](mailto:zz@trsclaims.co.uk)**

The Replacement Service Ltd.  
New Alphabet House  
Carden Street  
Worcester  
WR1 2AT

## **Any other questions:**

Contact ZugarZnap customer services:  
**[help@zugarznap.com](mailto:help@zugarznap.com)**