



Introduction:

This is a comprehensive product which covers insured's item against loss or damage caused by contingencies mentioned in the Policy Schedule.

Who is providing the Coverage?

Royal Sundaram General Insurance Co. Limited is providing the coverage under this Policy.

Who needs 'Point of Purchase Insurance Policy'?

Any retail consumer who buys an item manufactured or marketed by the manufacturer described in the Schedule during the Policy Period.

What is the coverage under the policy?

The Company indemnifies physical loss or damage necessitating repairs and/or replacement resulting from:

- i. Fire
- ii. Lightning
- iii. Explosion/Implosion
- iv. Aircraft Damage
- v. Riot, Strike, Malicious and Terrorism Damage
- vi. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation
- vii. Impact Damage Loss of or visible physical damage or destruction caused to the property insured due to impact by any Rail/Road vehicle or animal by direct contact.
- viii. Subsidence and Landslide including Rock slide
- ix. Bursting and/or overflowing of Water Tanks, Apparatus and Pipes
- x. Missile Testing operations
- xi. Leakage from Automatic Sprinkler Installations
- xii. Bush Fire
- xiii. Theft/Burglary/Housebreaking following upon an actual forcible and violent entry to and/or exit from the premises.
- xiv. Accidental external means.

Extension: On payment of Additional premium, this policy is extended to cover loss or damage due to any mechanical or electrical derangement or breakdown of the Insured item during the policy period.

What is the claims process?

- ❖ You should give a written notice to the Company at care@royalsundaram.in as soon as reasonably practicable or call us at 1860 258 0000 / 1860-425-0000.
- ❖ The company will assign a surveyor to assess the damaged site for the loss evaluation.
- ❖ Documents required to be submitted by you for Claim processing:
 1. Claim form
 2. Fire Brigade Report / FIR



3. Meteorological Report in case of Act of God Perils, Books of Accounts
4. Stock Register
5. Copy of Asset Register
6. Repair / Replacement Estimate, Repair / Reinstatement Bills, Proof of Reinstatement
7. CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate
8. Any other Document - There may be specific requirements depending upon the merits of each case.

- ❖ Turn Around Time for claims settlement: 15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.

What is the cancellation process?

You can cancel this Policy at any time during the policy period by informing the Company. We can cancel the Policy only on the grounds of established fraud, by giving minimum notice of 7 days to the insured. The Company shall refund proportion premium for unexpired policy period subject to no claim(s) made during the policy period.

What are the exclusions under the policy?

The Company shall not be liable in respect of

1. Damage caused by any process of cleaning dyeing or bleaching, restoring, repairing or renovation or deterioration arising from wear and tear, moth vermin, insects, rodents or mildew or any other gradually operating cause.
2. Loss or damage caused by mechanical or electrical derangement or breakdown of any Insured Item unless specifically insured as an extended peril.
3. Theft from any car except a car of the fully enclosed saloon type having at the time all the doors, windows and other openings securely locked and properly fastened.
4. Loss or damage whether direct or indirect arising from war, warlike operations, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, insurrection, civil commotion, military or usurped power, seizure, capture, confiscation, arrests, restraints and detainment by the order of any Government or any other authority. In any action suit or other proceedings where the Company alleges that by reason of the above provisions any loss or damage is not covered by this insurance, the burden of proving that such loss or damage is covered shall be upon the Insured.
5. Any loss, destruction or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature, directly or indirectly caused by or contributed to by arising from
 - (a) ionising radiations or contamination by radioactivity from any source whatsoever.
 - (b) nuclear weapons material.
6. Any loss or damage arising through delay, detention or confiscation by Customs or other authorities.
7. Consequential loss or legal liability of any kind.
8. Loss or damage due to or contributed to by the Insured having caused or suffered anything to be done whereby the risks hereby insured against were unnecessarily increased.
9. Manufacturer's defect/Bad workmanship.
10. Loss or damage due to small dents/scratches in normal use.
11. The loss or damage where any inmate or member or employees of the Insured's household or of his business staff or any other person lawfully on the premises in the course of the business is involved in the actual theft or damage to any of the articles or premises or where such loss or damage have been expedited or any way assisted or brought about by any such person(s).
12. Any other exceptions stated on the Schedule specifically.

13. This policy shall cease to attach:
- (a) If the premises shall have been left uninhabited by day and night for 60 or more consecutive days and nights, while the premises are left uninhabited
 - (b) If the Insured shall cause or suffer any material alteration to be made in premises or anything to be done whereby the risk is increased.
 - (c) To any property the interest of the Insured in which shall pass from the Insured otherwise than by will or operation of law
- Unless in every case, the consent of the Company to the continuance of the Insurance is obtained and signified on the Policy

Grievance Clause:

In case of any grievance, you may visit our website www.royalsundaram.in or write to manager.care@royalsundaram.in or call 1860 258 0000/1860 425 000 and register your grievance. In case if you are not satisfied with the response you can approach our Grievance officer, the updated details of which are available on our website www.royalsundaram.in. If you are still unsatisfied you can approach IRDAI @complaints@irdai.gov.in or IRDAI's online portal – Bima Bharosa portal by registering your complaint at <https://bimabharosa.irdai.gov.in>. You can also approach the insurance ombudsman at <https://www.cioins.co.in/ombudsman>. Detailed grievance redressal procedures is available in our Policy wording and on our website.

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.
