

SpectraSure FAQs

What is SpectraSure?

SpectraSure is a device protection plan pioneered by Spectranet to protect devices against accidental damage or theft.

How can this be activated?

Customer will pay the sum of N500 at the point of purchase.

Where can the customers visit for registration?

SpectraSure is offered with new activations at all Spectranet shop outlet, kiosks, franchisee and Dealer outlets in Lagos, Ibadan, Abuja and Port-Harcourt.

Where can the customer report a claim?

Customer needs to visit any **Spectranet Shop (only)** to log a claim

Can a customer take a device protection cover after initial claim has been made?

No, a customer is not eligible for a FREE device protection plan on the same user ID. However, the customer can opt for device protection plan for the replaced device by paying the nominal fee of N1000

Will customer be charged for making or lodging a claim?

NO charges applicable?

Who is eligible for the device protection plan?

All new customers who willingly opt in for the device protection package at the point of purchase by paying N500

What is the cover period for the protected device?

12 months from the date of purchase.

What is the duration before claim is approved and how will customer be notified/informed?

Claim will be approved within 4 working days of lodging/acceptance of a claim. Customer will be notified by the admin once claim is approved.

Which Incident cases can a customer make claim?

Armed robbery, stolen device, fire outbreak, water damage, damage due to accidental drop

What documents are necessary to process a claim for the protection plan?

Customer must provide a sworn affidavit from a High Court with police extract. Claim statement must be the same as in the details in the Police report. Customer need to intimate within 3days.

Is the cover available for customers on the Family and Friends package?

No, its not available on any discounted offers.

How Many Times can the protected item claim a risk?

Item can only be claimed once within the validity period.

What Can the Insured do in the event of a risk occurrence?

In the event of accidental damage to the insured item, the insured must immediately notify Spectranet. In the event of a Theft claim, the insured must immediately notify the Spectranet of the damage / theft within 3days of theft along with the required documentation as specified in the Claims Condition. In case of accidental damage, the insured must notify Spectranet within 3 days of the incidence along with the damaged device.

What is the Extent of the cover that the Insurer allows?

Cover excludes loss or damage resulting from cosmetic damage, manhandling, terrorism and allied risks, cleaning, routine services or inspection, any repair without Spectranet authorization, wear and tear, loss of data or information.

Damaged items will be replaced based on Spectranet's assessment and approval.

NOTE:

Insured item only applicable to Device (compensation for data / days lost does not apply).

Claim approval is at the sole discretion of Spectranet Limited.

Device accessories are not eligible for Insurance claim.

In case of THEFT, the insured must notify Spectranet immediately. Insured must provide a sworn affidavit and police extract to make a claim within a maximum of 3 working days from the date of incident.

This is a Limited period offer.

Please visit www.spectranet.com.ng/spectrasure for validity and detailed Terms and condition.