

Specialty Risks

If you have any need to make a claim, please contact Specialty Risks. You can make a claim either:

- Online at www.dsaclaims.co.uk
- By telephone on 0330 100 0712 (calls are charged at a local rate or inclusive mobile minutes)

If you have any questions about the claims process, would like to request call back, or if you would like assistance in completing the claim form please email claims@specialty-risks.com.

When completing the claim process please ensure you answer all questions honestly and with as much information as possible as this will speed up the process for you.

When to make a claim

If you believe something has happened to your equipment, then please let us know as soon as possible and we will ensure the correct team gets in contact with you. This could include:

- Your equipment has been stolen (any items received from Remtek)
- Cracked screen
- Keyboard/mouse pad damage
- Power supply/adaptors damaged
- Liquid spillage
- Equipment has been dropped

What isn't covered by the insurance

Please read the terms and conditions however here are some significant or unusual exclusions:

- Theft from premises unless entry or exit was gained by forcible or violent means
- Normal wear and tear
- Loss of or damage to equipment in vehicles unless kept in a locked boot
- Theft of equipment in unattended vehicles unless the vehicle is locked, the equipment is out of sight and there has been forced or violent entry to the vehicle.
- Lost or misplaced equipment
- Computer viruses

If you're in any doubt, please feel free to contact Remtek who will happy to advise you. You may contact Remtek.

- By phone on 0161 745 8353 or FreePhone 08000 830611
- By mobile on 07814 778059 (text with your name), and we will ring you back.
- By email to insurance@remtek-online.co.uk