



Other Important Regulatory Information

Demands and Needs

Pixel Care+ meets your demands and needs if you wish to have your device repaired or replaced if it's damaged.

Pixel Care+ with Loss and Theft meets your demands and needs if you wish to have your device repaired or replaced if it's damaged, lost or stolen.

Who provides this cover

Pixel Care+ plan is administered by Asurion Europe Limited, which is authorised and regulated by the Financial Conduct Authority (no. 502545), registered in England and Wales with company number 6568029 at Vantage London, Great West Road, Brentford, TW8 9AG.

The insurer is WDP Insurance Limited, which is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. WDP is registered in Gibraltar with company number 115687 at 5/5 Crutchett's Ramp, GX11 1AA, Gibraltar.

How to complain

You can call us (0800 026 0419), email us (PixelCareUK@asurion.com) or write to us (Google Pixel Care+, PO Box 670, Brentford, TW8 1DA) at any time. If we can't resolve your complaint right away, we'll email or write to you within five working days to outline our next steps. If the issue still isn't resolved within two weeks, we'll contact you to keep you up to speed on what's happening.

If you're not happy with the outcome or we haven't given our final response within 8 weeks, you can contact the Financial Ombudsman Service by phone: 0800 023 4567 (Freephone) or 0300 123 9123, by email: complaint.info@financial-ombudsman.org.uk or in writing at Exchange Tower, London, E14 9SR. You need to contact them within 6 months of receiving our final decision. The service is free and we are bound by any decision the Financial Ombudsman reaches. This won't affect your statutory rights or prejudice your right to take subsequent legal proceedings. See financial-ombudsman.org.uk for more details.