

Beyond Cover

FAQs



- **No-fuss product cover and peace-of-mind at a fixed price, directly from your equipment supplier.**
- **No third-party involvement, meaning quick repair or replacement to limit your down time.**
- **No hidden costs, excesses, price rises or minimum loss values, just complete cover guaranteed.**
- **No complicated claim procedures, simply our own UK customer service and a common sense policy.**

What is BeyondCover?

BeyondCover is the simple route to **no-fuss repair and replacement cover** for mailing equipment, leased through The Mailing Room. It is part of our Beyond Mailing commitment to you and your mailing solutions.

Why do I want BeyondCover?

With your lease, you are obliged to provide evidence of insurance cover for your equipment, to ensure that it can be repaired or replaced as a result of loss, damage or destruction. BeyondCover waives this obligation and makes **direct provision for repair or replacement**, without any traditional insurance claim charges.

Is BeyondCover insurance?

No, it is **repair and replacement cover** that removes the need for insurance. It does not suffer from insurance excesses, deductibles or annual increases, but simply provides fixed cost, all-round cover directly linked to The Mailing Room, for a minimal fixed fee.

Why not just use my insurance?

Providing your insurance specifically covers the equipment, you could, given proof of all-risk property cover acknowledging the interest of a third party and applying this to your leased machinery. Details should be included on your policy, but speak to your insurance broker to ensure risk exclusions, such as theft, are covered and to confirm your **excess on any claim as this could be more than cost of BeyondCover.**



What does BeyondCover cost?

The fixed price is based on the value of the leased equipment and finance, as shown on your individual quote. Unlike insurance cover, it is guaranteed to remain **the same during the life of your lease** and is payable alongside your normal rentals.

What happens if I need to claim?

With traditional insurance, any repair or replacement would be controlled by the insurer, with exclusions and excesses applied as appropriate. This potentially leaves you out of pocket or without mailing equipment, whilst you await authorisation. With BeyondCover, **just call 0800 019 2033** and we will repair or replace your machine directly, with no excess, no negotiation, no delay, just complete cover.

Can I be sure I'm covered for real life?

With BeyondCover, we use a **simple common sense policy** and deal directly with you to get your machine up and running as soon as possible, should anything unfortunate happen. For example, accidental damage such as coffee spilt in the machine would be covered, unless of course you've moved the machine to the kitchen area, or are using it as a coffee table.

What if the equipment costs increase?

With BeyondCover, The Mailing Room will repair or replace your leased equipment at no additional cost to you at any point in your agreement, even if the equipment price has risen. If your machine is lost, stolen, damaged or destroyed for any reason, excluding normal wear and tear, negligence or misconduct, you are covered under your **fixed price arrangement**.

What are the costs for claiming?

Nothing! Unlike traditional insurance, with BeyondCover there are **no costs for claiming**. There will be no excesses and no increases in cost for continuing coverage, as long as your claim is not due to negligence or misconduct.

How do I add BeyondCover?

You don't have to do anything, since the fee will be **automatically added to your existing payment plan**, providing immediate protection. However, if you are already fully-covered by your own insurance, simply submit proof of cover as requested and you won't be included in the programme.

Do I still need Maintenance Cover?

Yes. Your required maintenance/service agreement provides cover from The Mailing Room if your equipment breaks down, whereas BeyondCover ensures you're covered for loss, damage or destruction.



If you would like to find out more about our range of products and how The Mailing Room could benefit your organisation, please get in touch.

Call 0800 0192 033 enquiries@themailingroom.com www.themailingroom.com



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