



Frequently Asked Questions

Q. How long will it be before I receive my replacement product?

A. We aim to provide replacement products within 48 hours.

Q. How will I receive my product?

A. All products are delivered by special delivery.

Q. I have mislaid my insurance policy, what should I do?

A. Contact us and we will resend you a new policy documentation in the post.

Q. I am changing my bank details what should I do?

A. Call us and we can take your new bank details over the phone or send out a new direct debit mandate for you to complete.

Q. Can I change my direct debit mandate date?

A. Yes, feel free to contact us on 0844 815 1010.

Q. What are your opening hours?

A. Our opening hours are Monday to Friday 9am to 5.30pm.

Q. How do I make a claim out of office hours?

A. You can contact us via our email address, which is claims@pierinsurance.com

Q. My insured product is broken what should I do?

A. Call us on our claims hotline 0844 815 1010.

Q. How many products can I have on 1 policy?

A. You can have as many as you like, the cost however, is per product.

Q. How do I pay my excess?

A. Payment is made over the phone via credit card or debit card.

Q. When do I pay my excess for my accidental damage claim?

A. This is done prior to your product being sent off for repair/ being repaired on site.

Q. When do I pay my excess on my theft claim?

A. As soon as your claim has been accepted and successful.

Q. How will I know if my claim has been successful?

A. We will keep you informed and providing your claim is successful we will contact you to organise delivery or onsite repair of your product.