

Top FAQ for DEVICE TAKAFUL

1. What is extended warranty?

Extended warranty is a policy that extend the warranty period of consumer durable goods beyond what is offered by the manufacturer. It covers the cost of repair or replacement for up to the purchase value but excludes accessories that are used with the good, such as cables & batteries.

2. What is accidental damage protection?

Accidental damage from handling is a power up to the manufacturer warranty where it covers the repair or replacement of consumer durable goods beyond what is offered by the manufacturer, such as liquid damage & accidental physical damage which is not covered under the Manufacturer or extended warranty.

3. Difference between both?

The Accidental damage from handling offers repair or replacement in the event the goods where damaged by an accident where the extended warranty offers cover for electrical and mechanical defects only.

4. How can I submit a claim?

You can send us an email on claims@amnly.com and attach your goods purchase invoice and warranty certificate to intimate a claim.

5. Where do I find my warranty certificate?

You should receive it via email post purchase or as a hard copy print, depending on where you have purchased it from, if you do not have it, you may contact the point of sale to obtain a copy of your plan.

6. Can I submit a claim if I am outside of UAE?

Yes you can, once you submit a claim, our claims team will guide you through the process.

7. Can I cancel my plan a get a refund?

Yes, you may cancel within 30 days and get a full refund.