**Delivery instruction**

We will let you know the outcome of your claim. For some referred claims we may need further information from you before we can make our final decision.

If your claim is accepted and a replacement device is available, we will send this out to you by courier which will need to be signed for. Where possible, the courier will send you an email confirming when the device will be delivered. If you are not at the requested address to sign for the device, the courier will leave a card with information on how to arrange another delivery. In some cases you may be charged for subsequent delivery attempts.