

Diwali 2020-Extended Warranty

- I. **Provided by-:** OPPO Mobiles India Private Limited ("Company/OPPO");
- II. **Benefits of Offer:**
 - This Offer will provide an additional warranty of 180 days (hereinafter referred to as "Extended Warranty") along with the original warranty of the product as offered at the time of the purchase of product.
 - This offer is covering the technical and mechanical problems occurred to the product during the Extended Warranty Period without any additional charge.
- III. **Offer period, Place, Products coverage, Outlet Coverage**
 - This offer is valid on OPPO A11k, A31, A52 & A15 ("Products").
 - Offer shall be valid from **16th October'2020 to 20th November'2020 both days inclusive** (hereinafter referred to as "Offer period").
 - This offer is available on the product purchased through our official offline stores.
 - OPPO reserves the right to extend or annul the offer period at its sole discretion.
- IV. **Eligibility Criteria**
 - This offer shall be applicable only on new products purchased & activated during the offer period.
 - The offer extends the warranty on the OPPO A11k, A31, A52 & A15 for 180 days. The offer safeguards your device from technical and mechanical problems. During the Extended Warranty Period, OPPO will, as per feasibility or testing report, repair or replace any device defects in the OPPO Product (collectively "Warranty Services") without additional charges.
 - The period of coverage would commence the day after the basic warranty of the product ends. The offer shall remain active for 180 days from the starting date (including the start date).
 - Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.

V. Redemption of Extended Warranty

- In the event of any technical and manufacturing defect as captioned above, the user is required to submit the device (Not later than 48hours) to OPPO Authorized service center and make sure that digital Repair/ Receiving sheet is generated failing which no claims shall be entertained by the Company.
- All original items replaced in the performance of services shall become the property of OPPO and the new or replacement parts will become the property of the Customer.

Exclusions

The Plan will not cover:

- Any device which is not purchased & activated during the offer period.
- Costs implicitly or explicitly covered by any manufacturers, suppliers or repairers guarantee or warranty.
- All man-made damages including but not limited to the accidental or liquid damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost.
- Accessories used in or with the covered product.
- Normal wear and tear of items not integral to the functioning of the Product.
- Defect caused by unauthorized repair, theft, burglary and accident including earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, fire, flood, lightning, malicious defect, impact, corrosion, battery leakage, acts of God, animal or insect infestation or intrusion.
- Defect resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current.
- Breakdowns caused by virus or realignments to the product.
- The product is not used in accordance with the manufacturer's guidelines for products including but not limited to regular maintenance & up keep of the product.
- Accessories provided with the device like charger, data cable, stylus, cosmetic/aesthetic parts and any other accessories supplied in the box are not covered in the extended warranty plan.
- Product with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of OPPO.
- Cosmetic damage to the product including but not limited to scratches.
- Issues that could be resolved by upgrading latest software version.
- Third-party products or their effects on or interactions with the products or the software.

- Your use of a computer or operating system that is unrelated to consumer software or connectivity issues with the product.
- Damage to, or loss of any software or data residing or recorded on the product.
- Recovery and reinstallation of software programs and user data are not covered under this Plan.

VI. Verification of the documents

- Before availing the Offer, customer will be required to handover a copy of the invoice to the authorized service center, issued by the respective Online or Offline Outlet at the time of purchase of the Product and produce the original invoice along with the same for verification.
- The user must carry and handover a copy of ID Proof (Self attested) to the Authorized service center issued by the government of India. Customer Information on invoice and ID card should match failing which no claims shall be entertained by the Company.
- In case any documents/invoice are prima facie found to be false & fabricated or the original invoice is either lost or torn, customer shall not be eligible for the Offer and the same shall stand forfeited and no claims shall be entertained in this regard.

VII. Forfeiture clause

- Also, if the customer doesn't avail this offer during the stipulated time as mentioned above in the eligibility criteria column, the offer shall stand forfeited and no claims shall be entertained in this regard by the Company later on.

VIII. Conditions related to Extended Warranty Diwali Offer

- Extended warranty Diwali offer shall be based on parts availability and conditions listed above. Company shall not be responsible for its non-availability due to various reasons like climatic conditions, labor unrest, insolvency, business exigencies, Government decisions, operational & technical issues or any other force majeure conditions etc.
- Offers cannot be exchanged with any other product or item, are non-transferable & cannot be en-cashed under any circumstances.

IX. Publicity

- Customers unconditionally consent to accessing/use of information and/or images of Participant (if any, clicked or shared by Customer) by OPPO or its authorized agency for media coverage, advertisement or publicity for present & future communications without any further consideration to the Participant including promotion of its products anywhere in the World.

X. General Conditions

- Customer agrees that OPPO shall not be liable for any claims, costs, injuries, losses or damages of any kind arising out of or in connection with the Offer or with the acceptance of this offer.
- OPPO reserves the right to change/alter & modify the terms & conditions of this Offer or extend or annul any part or whole offer at any given point at its sole discretion without giving any reason whatsoever.
- OPPO reserves the right to substitute the Extended Warranty Diwali offer and other offers with some other gift(s) of equivalent value under this Offer at its sole discretion without giving any reasons.
- OPPO shall not be liable for any technical, physical delay in transmission or submission of the entries by the customer or any disruptions, losses, damages, computer related malfunctions/ failures which affect the participation of the customer or any force majeure conditions or damages caused by Act of God, Governmental actions.
- Customers shall comply with these terms and conditions and waives any right to claim ambiguity in these terms and conditions and release, indemnify and hold harmless OPPO and its respective affiliates, advertising and promotion agencies, and its respective agents, auditors, representatives, officers, directors and employees from and against any injuries, losses, damages, claims, actions, or any liability of any kind resulting from or arising from this OFFER.
- Benefits of this offer shall remain limited to the territory of India.
- Failure by OPPO to enforce any of its right at any stage does not constitute a waiver of those rights.
- In no event shall OPPO be liable for losses or any incidental or consequential damages arising out of or in connection with the Offer, its services these Terms (however arising, including negligence).

- In the event of any conflict or inconsistency regarding any instructions, rules and conditions on any advertising or promotional material relating to the Offer, these Terms shall prevail over all such other instructions, rules and conditions.

XI. How to get service?

- To get service please walk in to the closest OPPO Authorized Service center.
- To know the details of the nearby service center please call on 1800-103-2777 or check it on our official website-: www.oppo.com/in and you can also connect us through Facebook- OPPO Care India, Twitter- @OPPOCareIN, WhatsApp- +919871502777

XII. Jurisdiction

- Decision of the Company in relation to the Offer and matter incidental thereto shall be final and binding on the customer. All disputes shall be governed by the laws of India. These Terms shall be governed by exclusive laws of India and the courts located at Gurgaon shall have the exclusive jurisdiction in respect of all the subject matter with relation to the Offer.