

## **OPPOCARE+**

OPPOCARE+ provides smartphone owners a professional, reliable, convenient and trustworthy 'After Sales Service' solution along with other bundled benefits for smart phones.

### **i. Plan Benefits**

It is a comprehensive plan designed for your peace of mind in case your mobile gets damaged. The key benefits under the Plan are:

- **Complete Damage Protection** for 180 days from the date of activation (activation should be within offer period)
- **Free pick-up & drop for repairs in major cities\*** within warranty period.
- **Free Screen Guard & Back Cover Service.**
- **Platinum care-: 24\*7 Hotline support.**

\*Each benefit is referred as a service product & Specific T&C's related to each service product is mentioned separately.

### **ii. Offer period, Place, Outlet Coverage**

- OPPO Care+ is only valid for OPPO Reno3 Pro.
- Offer shall begin from 06th March'2020 till 08th March'2020 **both days inclusive (hereinafter referred to as "Offer period")**.
- Offer shall be valid across the territory of India.
- This offer is available on the products purchased through OPPO's authorised offline stores and activated during the offer period.
- Purchase of the products through online platforms is subject to the T&C's hosted on their particular website.
- OPPO reserves the right to extend or annul the offer period at its sole discretion.

### **iii. 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.

#### **iv. General Conditions**

- Customer hereby acknowledges and agrees to share the information by the Company to its affiliates, service providers etc in regard to the captioned services along with the storage of the same for further communication and for records in compliance with the statutory provisions of the Company.
- The above captioned plan is subject to the availability of the spare parts and necessary stocks in the authorised service centers.
- 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 OPPO Care+ 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). OPPO shall not be responsible for any product or service liability of any kind.
- 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.
- Customer acknowledge and agree that they shall not imply or construe any term or condition unless the same is explicitly mentioned by OPPO.

**v. How to get service?**

- Save as provided herein, to get service please walk in to the closest OPPO Authorized Service centers.
- 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](http://www.oppo.com/in) and you can also connect us through Facebook- OPPO Care India, Twitter- @OPPOCareIN.

**vi. 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.

**COMPLETE DAMAGE PROTECTION**

**I. Eligibility Criteria**

- This offer shall be applicable only on new OPPO Reno3 Pro ("Product") activated during the offer period as intimated by the company.
- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.

**II. Redemption of Complete Damage Protection**

- Every customer who has activated the Product during the offer period shall be eligible to avail complete damage protection Offer by paying just 5% amount of the replaced spare parts+ Taxes as per the actual part value under GST implications+ service charges including taxes , this offer can be availed within 180 days from the date of activation.
- In the event of any damage except for the damages included in the exclusions mentioned hereunder, the user is required to submit (Not later than 48 hours from the time of damage) the device 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 replaced parts will become the property of the Customer.

- This offer can be availed one time, ONLY by visiting the authorized service center of OPPO.

### **Exclusions**

The Plan will not cover:

- Any loss under mysterious circumstances including lost or stolen.
- Loss due to Intentional act or wilful neglect.
- Loss arising before/after Coverage Period.
- Any loss due to hire or loan of the Covered device to a third party or if ownership is transferred.
- Any damages occurred to the Covered Device prior to the activation.
- Loss arising due to unlawful act including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack.
- Consequential loss of any kind or description including wear & tear, manufacturing defects.
- If your device is Beyond Economic Repair -: It means that your device is not economical to repair. Following an incident where your device has been damaged, your device may be deemed beyond economic repair. This means the estimated cost of repairing your device exceeds the replacement or market value of device.
- Loss covered by supplier, dealer or manufacturer's limited warranty.
- Any loss effecting to SIM card and any ancillary products even if equipment results into complete stoppage of working.
- Damage caused by
  - (a) A product/accessory that is not the Covered Equipment,
  - (b) Operating the Covered Equipment outside the permitted or intended uses Described by OPPO, or
  - (c) service (including upgrades and expansions) performed by anyone who is not An Authorized Service Provider (ASP) of OPPO, or any failure/damage caused Outside the Indian Territory.
- Covered Equipment 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 Covered Equipment including but not limited to scratches.
- Defects caused by normal wear and tear or otherwise due to normal aging of the product.
- Issues that could be resolved by upgrading latest software version.

- Third-party products or their effects on or interactions with the Covered Equipment or the software.
- Your use of a computer or operating system that is unrelated to consumer software or connectivity issues with the Covered Equipment.
- Damage to, or loss of any software or data residing or recorded on the Covered Equipment.
- Recovery and reinstallation of software programs and user data are not covered under this Plan.
- Any loss or damage to accessories and panels even if forming part of the standard pack or to any complimentary or ancillary product/s made available under any promotional scheme.

### **III. 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.

### **IV. Forfeiture clause**

- Also if the customer doesn't avail this offer within 180 days from the date of the Product activation (i.e. 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.

### **V. Conditions related to Complete Damage Protection**

- Complete Damage Protection 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, labour 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.

### **FREE PICK & DROP SERVICES**

#### **The terms & conditions for Pick & Drop Services are as follows:**

- This program is powered by YAANTRA (**Gadgetwood eServices Pvt Ltd**) for “Pick up & drop service”.
- Free pickup & drop is only valid for OPPO Reno3 Pro devices.
- To raise a request, please call on OPPO hotline number-: 1800 103 2777.
- Pick and Drop services are available for the limited locations only in Major cities wherein YAANTRA has access or reach or covered under Yaantra territorial limits.
- TAT of this program is as follows-:

Type	Major Cities Covered	TAT
Tier 1	Delhi NCR, Mumbai, Pune, Chennai, Hyderabad, Ahmedabad, Kolkata and Bengaluru	24 Hours
Tier 2	Lucknow, Indore, Jalandhar, Ludhiana, Varanasi, Madurai, Vadodara	48-72 Hours

- At the time of doorstep service, consumer’s device will be inspected physically by Customer Management Executive and will ensure careful handling of consumer’s device.
- Yaantra executive shall take photographs as a proof at the time of pick-up and share the same to service centre executive or any other person as communicated by the Company.
- Any kind of Mismatch between given record of device by Client and Actual Record of device (Brand/Model/IMEI/others) found, then Pick up will be cancelled.
- All devices collected by YAANTRA are covered under in-transit insurance. In case of accidental damage or lost in transit; underwriter/Insurance Company will compensate cost of the handset (Current Market value of handset). OPPO shall not be liable in case of loss in transit.
- Additional charges to repair the damaged device, quoted by the service center as per warranty norms will be paid by the customer subject to prior consent of the customer.
- Logistic team will not handover device without collecting the payment in case of out of warranty/VOID cases.
- Same Day doorstep service is arranged for all the requests before 12 pm, Monday to Saturday depending on the availability of Customer Management Executive.

- The required information for availing the service are-
  1. Name of the subscriber.
  2. City at which the device is required to be covered.
  3. Contact number and email id.
  4. Model name.
  5. Serial Number / Unique Identification Number / IMEI.
  6. Purchase date of the device.
- Free pick up & drop is only valid for repair services on Mobile Phones ONLY, not valid for accessories purchase.
- Free pick up & drop is only applicable for the devices under warranty period (365 days from date of activation). After warranty period this service shall be on chargeable basis which shall be intimated to the customer.

### **Free Screen Guard and Back Cover Offer Details**

In order to protect your OPPO Reno 3 Pro ("Device") from damages, our authorized service center is providing free screen guard and back cover.

#### **Terms and conditions for availing this free service**

1. If there is no screen guard on the device screen, or the screen guard seriously scratched, damaged, have bubbling, service center will paste original screen guard.
2. Service center will provide a new protective cover for device, if finds that user device's protective cover is faded, have scratches, damaged, dirty, difficult to clean, have bubbling, and handset without protective cover.
3. Offer valid at authorized OPPO service center only.
4. Replacement of Protective cover and Screen guard is applicable maximum up to 4 times per device in warranty tenure. (Maximum one in every quarter).
5. OPPO India reserve rights to change or discontinue the offer at any time as per its sole discretion.

Note-: This offer is only valid for devices purchased for personal use ONLY, devices purchased for commercial purposes shall not be eligible for this offer.

## **Platinum Care 24\*7 X 365 days**

### **Benefits of Platinum Care**

- Customer will have an option to contact us 24\*7\*365 days including public holidays for any query.
- Exclusive personalised support in Hindi and English.
- Exclusive number for OPPO Reno3 Pro customers to call for any feature, technical or function inquiry.
- Minimum or no waiting time. Customers will not have to wait on IVR or long queues to connect with the OPPO expert.
- Express solution to your enquiries. Any complaint raised will be resolved in 4 working hours\*

### **Requirements**

- Customer need to register for Platinum care by calling our Hotline between 9AM to 7PM, sending an email to [support.in@oppo.com](mailto:support.in@oppo.com) or contact us through OPPO's official support page of Facebook or Twitter page @OPPOCareIN.
- The information required for the registration of Platinum service are-
  1. Name of the Customer.
  2. Location
  3. Model name.
  4. Serial Number / Unique Identification Number / IMEI.
  5. Purchase date of the device.
- Contact centre will share the Platinum care number with the customer.
- This Platinum care shall support only two languages that is English & Hindi.