

OPPO Premium Service

OPPO Premium Service provides smartphone owners a professional, reliable, convenient, and trustworthy 'After Sales Service' solution along with other bundled benefits for smart phones (hereinafter referred to as "Offer").

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:

- **Bank EMI** option at the time of Service.
- **Free pick-up & drop for repairs in major cities*** within warranty period.
- **Free Back Cover.**
- **24*7 Hotline support.**

Note: Each benefit under the plan is referred as a separate Service Product & Specific Terms and Conditions related to each such Service Product is mentioned separately which shall be complied with while availing such Service Product.

ii. Place, Outlet Coverage

- Offer is valid for all OPPO Reno series ("Products").
- Offer shall be valid across the territory of India only.
- This offer is available on the Products purchased through OPPO's authorized online & offline stores.
- OPPO reserves the right to extend or annul the Offer at its sole and absolute 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.

- If any customer wishes to raise any data protection issue with OPPO, or exercise any of his/her legal rights, please contact OPPO at support.in@oppo.com.
- OPPO takes reasonable precautions to keep all Customers personal data secure and require third party data processors to do the same. However, OPPO may release Customers personal data if required/mandated to do so by law, or by search warrant or by court order.

iv. **General Conditions**

- Customer hereby acknowledges and agrees to share the information by OPPO to its affiliates, service providers etc. in regard to the services along with the storage of the same for further communication and for records in compliance with the statutory provisions of the applicable laws and also of OPPO's policy.
- The above captioned plan is subject to the availability of the spare parts and necessary stocks in the authorized 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 and absolute discretion without giving any reason whatsoever.
- OPPO reserves the right to substitute the OPPO Premium Service 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.

- Save as provided otherwise, 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.
- Customers 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 and you can also connect us through Facebook, Twitter- @OPPOCareIN & WhatsApp-+91 9871502777.

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 Gurugram shall have the exclusive jurisdiction in respect of all the subject matter with relation to the Offer.

BANK EMI (Equated Monthly Instalment) for Service/repair

To make repair journey easy on customers pocket, OPPO has introduced EMI for Service/repairs of smartphones. Now, customer will have an option to decide EMI instalment and tenure as per his or her convenience.

I. Basic Terms & Conditions

- This offer shall be applicable on new OPPO Reno series ("Product").
- Service Centers will accept EMI's through Debit cards & Credit cards.
- The EMI facility is not available on accessories purchased separately apart from Product repair. However, Customers can combine accessories with repair into a single transaction and convert the purchase into an EMI.
- The EMI facility is being offered by the respective banks to the customer and OPPO Authorized service center has no role to play in the approval, extension, pricing, modification, pre-closure, closure, or any matter incidental thereto pertaining to offering of the EMI facility, which is decided at the sole discretion of the bank.
- OPPO Authorized service center will on a best effort basis make available to the customers all EMI related information (such as EMI amount, Interest rate charged, Total amount payable) on POS machine before making payment or opting for EMI. The details of EMI shall be as per the information shared by the Banks on an "AS IS" basis. Banks are the authoritative source of this information and customers are advised to directly contact their Bank for any further clarifications in this regard. For more information, OPPO requests its customers to review the terms and conditions of the respective banks offering such EMI facility.
- Minimum transaction amount & interest rate for EMI depends on the respective bank.
- Statutory taxes (GST, Education cess and any other taxes) will be levied by the banks on the charges levied by them for the EMI facility as mandated by applicable laws and regulations.

- OPPO Authorized service center does not charge the customer any convenience fee for the purpose of facilitating the EMI facility for its customers.
- The EMI facility being offered by the banks to the customers is governed by the respective terms and conditions of each bank and the customer is advised to approach the bank/issuer in case of any complaint, dispute, or enquiry about an EMI transaction and OPPO shall not have any liability/recourse in this regard.
- OPPO Authorized service center reserves the right to stop facilitating this service without any prior notice.

Free Pick Up & Drop

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”.
- 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 Product will be inspected physically by Customer Management Executive and will ensure careful handling of consumer’s Product.
- 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 OPPO.
- Any kind of Mismatch between given record of Product by Customer and Actual Record of Product (Brand/Model/IMEI/others) found, then pick up will be cancelled.
- All Products 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 Product (Current Market value of Product). OPPO shall not be liable in case of loss in transit.

- Before incurring any additional charges to repair the damaged Product, customer's prior consent would be taken and post approval of the customer the Product would be repaired.
- Logistic team will not handover Product without collecting the payment in case of out of warranty/VOID cases.
- Same Day doorstep service is arranged for all the requests received before 12 pm, from Monday to Saturday depending on the availability of Customer Management Executive.
- The required information for availing the service is-
 1. Name of the Customer.
 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 Product.
- 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 Products 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 Back Cover Offer Details

To protect your OPPO Reno series ("Device") from damages, our authorized service center is providing free back cover.

Terms and conditions for availing this free service:

1. Service center will provide a new back cover for device, if finds that user device's back cover is faded, have scratches, damaged, dirty, difficult to clean, have bubbling, and handset without back cover.
2. Offer valid at authorized OPPO service center only.
3. Replacement of Back cover is applicable maximum up to 4times per device in warranty tenure. (Maximum one in every quarter).
4. OPPO India reserve rights to change or discontinue the offer at any time as per its sole and absolute discretion, without any notice in this regard.

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.

24*7 Hotline support

Benefits

- Customer will have an option to contact us 24*7 including public holidays for any query.
- Exclusive personalized support in Hindi and English.
- Exclusive number for OPPO Reno series 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

- Customers need to register for 24*7 Hotline support by calling our Hotline number- 9958808080, between 9AM to 7PM or by sending an email to 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 service is-
 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 24*7 Hotline support number with the customer.
- This shall support only two languages that is English & Hindi.