

## Double Protection Offer-For existing OPPO customers

- I. **Provided by-:** OPPO Mobiles India Private Limited ("Company/OPPO");
- II. **Benefits of Double Protection Offer ("Offer"):**
  - This Offer covers either:
    - a) One Time Screen Replacement for **365 days**: only if the screen of the product (defined hereinafter) is accidentally damaged such as liquid leakage in touch screen and crack on the touch screen will be considered for the replacement; or
    - b) 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.

**Note: Customer can avail only one Offer out of One Time Screen Replacement & Extended Warranty.**

- III. **Offer period, Place, Products coverage, Outlet Coverage**
  - This offer is valid only for existing OPPO India Customers on purchase of "OPPO F19 Pro+5G" & "OPPO F19 Pro" ("Product").
  - Offer shall be valid from **17<sup>th</sup> March'2021 to 19<sup>th</sup> March'2021 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 our official offline stores and activated during the offer period.
- IV. **Eligibility Criteria**
  - This offer shall be applicable only on new products activated during the offer period.
  - The offer:
    - a) **One Time Screen Replacement:** can be availed only if the screen of the product is accidentally damaged such as liquid leakage in touch screen and crack on the touch screen will be considered for the replacement.
    - b) **Extended Warranty:** In case customer does not avail one-time screen replacement within 365 days customer shall be eligible for extended warranty for 180 days. Extended warranty safeguards your device from technical & mechanical problems.

- To activate this offer customer must register on official whatsapp AI chatbot of OPPO and submit the necessary details (Refer to VI sec for complete information) on or before 23rd March'2021. Post validation you will receive an SMS from OPPO then only you will be eligible to avail this offer.
- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.

#### **V. Double Protection Offer Activation Process**

- After activation of the new product user has to open Whatsapp AI Chatbot @9871502777.
- Type "F19LP" and follow the instructions to avail the offer.
- Customer must fill in the basic details like Name, Model Name, Old model IMEI number, new model IMEI number, Contact Number, and date of Purchase etc.
- Post submission of the details OPPO shall confirm about the activation of offer via SMS on registered number of customer.

#### **VI. Redemption of Double Protection Offer**

- Customers can avail one time screen replacement 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 365 days.
- In case customer does not avail one-time screen replacement within 365 days customer shall be eligible for extended warranty for 180 days. Extended warranty safeguards your device from technical & mechanical problems.
- In the event of damage or technical and/or manufacturing defect, the Customer is required to submit the Product (Not later than 48hours from damage) to OPPO Authorized service center and make sure that digital Repair/ Receiving sheet is generated failing which no claims shall be entertained by OPPO.
- All original items replaced in the performance of services shall become the property of OPPO and the new or replacement parts shall become the property of the Customer.
- This offer can be availed one time ONLY by visiting the authorized service center of OPPO.

## Exclusions

The offer shall not cover:

- Any loss under mysterious circumstances including lost or stolen.
- Loss due to Intentional act or wilful neglect.
- Loss arising before/after offer Period.
- Any loss due to hire or loan of the Product to a third party or if ownership is transferred.
- Any damages occurred to the Product prior to the activation and purchase.
- 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.
- 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, therefore it will not be considered under extended warranty.
- If the Product is Beyond Economic Repair -: It means that the Product is not economical to repair. Following an incident where your device has been damaged, the Product may be deemed beyond economic repair. This means the estimated cost of repairing your device exceeds the replacement or market value of the Product.
- 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 Product 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 Product or the software.
- 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 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.

#### **VII. 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 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 OPPO.
- 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.

#### **VIII. Forfeiture clause**

- Also, if the customer doesn't avail the offer within the stipulated time as mentioned above in the eligibility criteria, the offer shall stand forfeited and no claims shall be entertained in this regard by OPPO at a later stage of time.

**IX. Conditions related to Double Protection Offer**

- Double Protection offer shall be based on parts availability and conditions listed above. OPPO shall not be responsible for the non-availability of parts 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.

**X. Publicity**

- Customers unconditionally consent to accessing/use of information (provided to OPPO to avail the Offer) 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.

**XI. General Conditions**

- OPPO reserves the right to extend or annul the offer period and/or Offer at its sole discretion without assigning any reason and/or providing notice of the same.
- 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 and prevailing laws of the land.
- The above mention Offer 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 Double Protection 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.
- Customer acknowledge and agree that they shall not imply or construe any term or condition unless the same is explicitly mentioned by OPPO

## **XII. How to get service?**

- Save as provided herein, 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](http://www.oppo.com/in) and you can also connect us through Facebook, Twitter- @OPPOCareIN & WhatsApp-+91 9871502777.

## **XIII. 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.