

OPPO SERVICE DAY 2022

I. **Provided by-:** OPPO Mobiles India Private Limited ("Company/OPPO");

II. **Special Benefits:**

- No Service Charge*
- Discount on Maintenance*
- Discount on Phone Accessories*
- Free Software Upgrade
- Free Protective Film & Cover
- Free Phone Disinfect Service
- Extended Service Hours
- Special Drink

*Note-The availability of special benefits is subject to change on a monthly basis.

III. **Event Period, Place & Product coverage**

- OPPO Service Day is held in our authorized service center on the 10th of each month.
- In case of holidays and any alterations will be announced on our social media accounts.
- Customers can check the OPPO official page for month-by-month discounts.
- Our social media handle will keep you up to date on model-specific discounts on spare parts, accessories, and other items.
- Offers shall be valid across the territory of India.
- Offers are only available on the day of the event.
- Offers can be avail through OPPO's authorized service centres only.
- OPPO reserves the right to extend or annul the offer period at its sole discretion.

IV. **Eligibility Criteria for avail the offers**

- Discount on spare parts can be availed in all conditions including but not limited to damage such as liquid leakage in touch screen and crack on the touch screen etc or normal functional failure.

- 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.
- Customers can avail the discount on spare parts or accessories by paying the remaining balance, plus taxes based on the real part value under GST implications, after the discount on the replaced spare parts has been applied.
- Service charges will not be applicable on same day delivery for this particular day only.
- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.
- This offer can be availed by visiting an authorized service center of OPPO on the day of event.

Exclusions

The Offers 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.
- 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.
- (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.

V. Conditions related to OPPO Service Day Offers.

- Offers 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.

VI. 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.

VII. 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 OPPO Service Day 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.

VIII. 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.

IX. 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.