



Reno14 5G Series: Buy 1 Year Screen Damage Protection & Get 1-year Extended Warranty Free (First Month Offer)

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

II. Powered By: Acko & Servify (as applicable)

III. Benefits of Offer:

- Users need to buy 1 year of screen damage protection, and they will get 1 year of extended warranty as free complimentary gift.

IV. Offer period, Place, Outlet Coverage & Product coverage:

- This offer shall be applicable only on Reno14 5G series during the offer period.
- Offer shall be valid only across the territory of India.
- Offer shall begin as mentioned below:
 - I. First month sale: 15th July'25 till 31st July'25** both days are inclusive (hereinafter referred to as "Offer Period").
- Customers' needs to buy OTSR plan from their nearest store who are authorized to sell the OPPO Care+ plans which are powered by either Acko or Servify.
- **Screen Damage Coverage:** The period of coverage would commence the day the device is activated. The offer shall remain active for 365 days from the starting date (including the start date.)
- **Extended warranty Coverage:** Extends the warranty on the OPPO Product for 365 days. The period of coverage would commence the day after the basic warranty of the product ends. The offer shall remain active for 365 days from the starting date (including the start date).
- OPPO reserves the right to extend or annul the offer period at its sole discretion.

V. Eligibility Criteria:

- This offer shall be applicable during the first month sale period (as mentioned in **Point III**) of the Reno14 5G series, however.
- The offer is only eligible if the screen damage protection is bought from authorized dealer who are eligible to sell OPPO care+ using **Acko or Servify** platforms only. Plans bought from any other third party or any other brands will not be eligible for this offer.
- Any bulk booking to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.
- The customer cannot benefit from a similar offer twice.



- **Process for buy 1 Year screen damage protection:**

- Customers must buy the 1-year screen damage protection in offline market from their nearest dealer eligible to sell OPPO Care+ Plans either from Servify or Acko.
- User needs to pay the amount for 1 Year screen damage protection as shown in the Acko/Servify platforms.
- Users must make sure that they get the confirmation/policy documents from either Acko or Servify (as applicable) for the purchase of 1-year screen damage protection.
- Upon successful purchase 1-year screen damage protection, complimentary extended warranty will be added to user IMEI within 7 days of purchase.
- OPPO reserves the right to change, modify, or terminate the offer at any time without prior notice.
- User can check the extended warranty on this link [**EW Check**](#)

VI. Process for redemption of 1 year Screen Damage Protection:

- To avail the benefits user, need to raise the repair request through **Acko or Servify platform** (as applicable).
- The customer will have to answer a few questions to raise the repair request. Once the repair request is registered customer needs to pay the applicable processing fee of INR 499/-.Post that user will be redirected to the nearest service center.
- In the event of any damage as captioned above, the user is required to register the repair request (Not later than 48 hours from the time of damage) and Acko/Servify will guide the customer to submit the device to the OPPO Authorized service center and make sure that the digital Repair/ Receiving sheet is generated failing which the Company shall entertain no repair requests.
- 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.
- All the terms & conditions related to screen damage protection will be applicable as per Acko/Servify (as applicable).

VII. Process for redemption of 1 Year 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 48 hours) to OPPO Authorized service center and make sure that a digital Repair/ Receiving sheet is generated failing which no claims shall be entertained by the Company.
- The offer safeguards your handset 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.

- 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 loss under mysterious circumstances including loss or stolen.
- Loss due to Intentional acts or wilful neglect.
- Loss arising before/after the Coverage Period.
- Any loss due to the hire or loan of the Covered device to a third party or if ownership is transferred.
- Any damage occurred to the Covered Device before the activation.
- Loss arising due to unlawful acts including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, and Chemical, Biochemical, Biological, Electromagnetic, Cyber Attacks.
- Consequential loss of any kind or description including wear & tear, and manufacturing defects.
- Loss covered by supplier, dealer, or manufacturer's limited warranty.
- Any loss affecting the SIM card and any ancillary products even if equipment results in 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 product ageing.
- Issues that could be resolved by upgrading to the 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.

VIII. Verification of the documents:

- Before availing of the Offer, the customer will be required to hand over a copy of the invoice to the authorised 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 hand over 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, the customer shall not be eligible for the Offer, the same shall stand forfeited, and no claims shall be entertained in this regard.

IX. Forfeiture clause:

- Also, if the customer doesn't avail themselves of this 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.

X. Conditions related to Service Offers:

- Both the 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.
- Only one Screen Repair Request raised per Device is allowed during the Plan term of 1 year. Any other repairs during the Plan Term or all subsequent repair requests shall be considered as paid repairs only, and the Customer is liable to make payments for such repairs



XI. Publicity:

- Customers unconditionally consent to access/use of information or images of Participant (if any, clicked or shared by Customer) by OPPO or its authorised 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.

XII. 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 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, or 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 Acts of God, or Governmental actions.
- Customers shall comply with these terms and conditions and waive 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 only
- Failure by OPPO to enforce any of its rights 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



XIII. How to get service?

- To get service please walk into 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:-Contact Us or you can also connect us through Facebook- OPPO Care India, Twitter- @OPPOCareIN, WhatsApp-+919871502777.

XIV. Jurisdiction:

- Decision of the Company to the Offer and matter incidental thereto shall be final and binding on the customer. The laws of India shall govern all disputes. 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.