Find X10 5G Series: 180 Days Hardware Defect Replacement:

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

II. Benefits of Offer:

- The Plan only covers defects related to hardware quality when the device is used normally within the effective period. It does not cover any appearance fault, software problems, physical damage and damage due to water or improper handling by the user, or devices with out-of-warranty repair records.

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

- This offer shall be applicable only on Find X10 5G Series activated during the offer period.
- Offer shall be valid only across the territory of India.
- Offer shall begin from 22nd October 2026 to 11th November 2026 both days are inclusive (hereinafter referred to as "Offer Period")
- Customers need to activate their device within the offer period.
- OPPO reserves the right to extend or annul the offer period at its sole discretion.

IV. Eligibility Criteria:

- This offer shall be applicable only on new devices ("Products") activated during the offer period, however.
- This Offer of 180 days hardware defect replacement will only be applicable to defects related to hardware quality when the device is used normally within the effective period. It does not cover any appearance fault, software problems, physical damage and damage due to water or improper handling by the user, or devices with out-of-warranty repair records.
- Any bulk sale 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.

V. Replacement process of 180 Days Hardware Defect Replacement:

- Visit a OPPO Authorized Service Centre for inspection. Post successful inspection/examination service professional will determine if device falls under replacement condition.
- If approved under the 180-day hardware replacement, the handset will be replaced for free.
- Bring the device with the original box and all accessories. For a successful replacement it is mandatory handover the complete package which includes the original accessories.
- Devices that do not meet the replacement conditions will not qualify for replacement. However, repair services may be provided as per the standard service norms.
- The replacement time will be shared by the service professional at the time of device handover, post all necessary checks are done and approved
- The configuration variant will be the same, but the color variant may vary, as per availability.

VI. Exclusions:

The Plan will not cover:

- Device models that are not covered under this offer.
- Defects or damage resulting from accidents, neglect, misuse or abnormal use; abnormal conditions or improper storage; exposure to liquid, moisture, dampness, sand, or dirt; unusual physical, electrical or electromechanical stress
- Scratches, dents and cosmetic damage, unless caused by OPPO.
- Repair conducted by un-official repair centers or any third-party repair.
- The device has already completed an out of warranty repair before and is taken to the OPPO authorized service center again for replacement within the 180-day hardware replacement period.
- Defects or damage resulting from excessive force or use of metallic objects on the touch screen.
- 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.
- Any loss under mysterious circumstances including loss or stolen.
- Loss due to Intentional acts or willful 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.
- Any 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.
- 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.

VII. 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.

VIII. Forfeiture clause:

- Also, if the customer doesn't avail themselves of this offer within 180 days (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.

IX. Conditions related to Service Offers:

- 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 replacement Request raised per Device is allowed during the Plan term of 180 days. 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
- This offer will be applicable only to all Find X10 5G series devices which are activated within the stipulated offer period (as mentioned in point III)

X. 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.

XI. 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

XII. 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.

XIII. 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.