

TERMS OF SALE

Last Updated: 19-12-2025

These Terms of Sale (“Terms”) govern your purchase of products and services from the OPPO Store (as detailed below) operated by **OPPO Mobiles India Private Limited** (“OPPO”, “we”, “us”, “our”). having its registered office at 5th Floor, Tower-B, Building No. 8, DLF Cyber City, Gurgaon, Haryana, India and by placing an order on the OPPO Store, you acknowledge that you have read, understood, and agree to be bound by these Terms along with Privacy Policy and Terms of use

If you do not agree, please do not place an order.

1. ORDER PROCESS AND ACCEPTANCE

1.1. Placing an Order

- i. Orders may be placed through the OPPO Store at: <https://www.oppo.com/in/store>
- ii. You may browse products, add items to your cart, and complete checkout using your OPPO ID and preferred payment method.
- iii. By placing an order, you are representing that you are at least 18yrs of age and legally competent to enter into this contract.
- iv. Further You are purchasing products for personal use only and not for resale or commercial distribution. OPPO reserves the right to refuse orders suspected of unauthorized resale, bulk buying, or fraudulent activity.

1.2. Order Confirmation

You will receive an order acknowledgment after submitting your order.
This acknowledgment is not acceptance of your order.

1.3. Order Acceptance

Your order is accepted only when the product is dispatched, and OPPO sends you a Shipping Confirmation.

Until acceptance:

- OPPO is not obligated to supply the product; and
- You may cancel the order (subject to COD confirmation requirements).

1.4. Order Cancellation by OPPO

OPPO may cancel or refuse an order at its sole discretion for reasons including:

- Product unavailability
- Pricing or typographical errors
- Payment issues
- Failure to verify customer information
- Legal or regulatory restrictions
- Suspected fraud, bulk purchase, or resale intent

If payment has been collected, OPPO will refund the full amount.

2. PRODUCT AVAILABILITY AND INFORMATION

All products offered are subject to availability. Listing of the product on the site at a particular time does not guarantee that it will be available all the times. Oppo reserves the right to change quantities available for purchase at any time, even after you place an order. Furthermore, there may be occasions when Oppo confirms your order but subsequently learns that it cannot supply the ordered product. In the event we cannot supply a product you ordered, we will cancel the order and refund your purchase price in full.

Product features, specifications, colours, and images are provided for guidance and may vary and are subject to change.

3. PRICING AND TAXES

Prices listed on the OPPO Store:

- Are in Indian Rupees (INR),
- Include applicable GST unless otherwise specified, but exclusive of shipping, handling and COD charges which will be shown separately at the time of check out

Oppo reserves the right to change prices for products displayed at the Store at any time, and to correct pricing errors that may inadvertently occur. Any price changes will not affect an order that has already been accepted by Oppo.

While efforts are taken to ensure accurate pricing, typographical or system errors may occur. In case of any pricing error for an order you have placed, Oppo reserves the right to cancel the order or contact you for confirmation before processing it at the correct price. If the order is cancelled after payment, you will receive a refund of amount actually paid.

4. PAYMENT METHODS

The following payment options may be available:

- Cash on Delivery (COD) (where available)
- Credit/Debit Cards
- Net Banking
- UPI
- Wallets
- EMI options (subject to bank/issuer approval)

All payments are processed by independent third-party payment service providers.

OPPO is not responsible for:

- Payment failures
- Technical issues during processing
- Bank delays or chargebacks

5. SHIPPING, DELIVERY & TITLE TRANSFER

5.1. Delivery Timelines

Standard delivery timeline is 6–7 working days from:

- Order receipt (prepaid orders), or

- Successful confirmation (COD orders)

Timelines are indicative. Delays may occur due to logistics constraints, public holidays, strikes, natural events, or operational issues.

5.2. Delivery Responsibility

You must provide accurate delivery details. If delivery fails due to incorrect or incomplete information, the order may be cancelled.

5.3. Risk of Loss and Title

Risk of loss or damage passes to you once:

- You, or
- A person designated by you,
take physical possession of the product.

Title to the product transfers to you only after full payment is received by OPPO.

6. RETURN, REPLACEMENT & REFUND

Returns, replacements, cancellations, and refunds will strictly be processed in accordance with OPPO's Return & Refund Policy available at:

<https://www.oppo.com/in/store/contents/legal/return-and-refund-policy/>

Non-returnable items may include:

- Opened accessories (if seal broken)
- Damaged products not caused by transit
- Products not in original condition

7. WARRANTY

Products sold through the OPPO Store are covered by OPPO's standard warranty terms, available at: <https://support.oppo.com/in/warranty-policy/>

Warranty does not cover:

- Unauthorized repairs
- Misuse, negligence, accidents
- Use of non-OPPO accessories
- Physical damage after delivery

Software/firmware updates may be required for optimal performance.

8. SOFTWARE LICENSE

Where products contain pre-installed software:

- Software is licensed, not sold.
- You receive a limited, non-exclusive, non-transferable license to use such software solely with the product.
- Reverse engineering, modification, copying, sublicensing, or distribution is prohibited.

Software updates may be automatically installed to enhance functionality or security.

9. EXPORT CONTROL

Products may be subject to Indian export laws. You shall not export or transfer any product outside India in violation of applicable export control regulations. You are responsible for securing all required approvals or licenses, if applicable.

10. INTELLECTUAL PROPERTY

All trademarks, logos, product names, designs, software, and content on the OPPO Store are the property of OPPO or its licensors.

No rights are granted to reproduce, distribute, or create derivative works without OPPO's prior written consent.

11. PROHIBITED ACTIVITIES

You agree not to:

- Purchase for commercial resale.
- Tamper with its TAC code, IMEI number or any other necessary details.
- Attempt unauthorized access to OPPO systems
- Tamper with the website or engage in harmful cyber activity
- Misuse discount codes, promotional offers, or referral programs
- Provide false information during ordering or grievance processes

OPPO reserves the right to cancel any order that violates these terms.

12. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- OPPO shall not be liable for any indirect, incidental, punitive, or consequential damages, including loss of profits, revenue, data, or business.
- OPPO is not liable for delays beyond its reasonable control.
- OPPO's total liability for any claim arising out of a purchase shall not exceed the amount you paid for the product.

Nothing in these Terms limits rights available to consumers under Indian law.

13. INDEMNITY

You agree to indemnify, defend, and hold OPPO harmless from any claims, damages, costs, or liabilities arising out of:

- Your breach of these Terms
- Misuse of OPPO products or website
- Violation of applicable laws
- Infringement of third-party rights

14. FORCE MAJEURE

OPPO shall not be responsible for delays or failure to perform due to events beyond its reasonable control, including but not limited to:

- Natural disasters
- War, terrorism

- Epidemics, pandemics
- Government actions
- Labour strikes
- Network outages
- Logistics disruptions

15. PRIVACY

Your personal data will be collected, used, and processed in accordance with OPPO's Privacy Policy available on the OPPO website.

16. GOVERNING LAW & JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of India. Disputes shall be subject to the exclusive jurisdiction of the **courts at Gurugram, Haryana**, subject to consumer protection laws.

17. AMENDMENTS

OPPO may update or modify these Terms at any time without prior notice. The Terms applicable to your order are those displayed on the website at the time of purchase.

18. GRIEVANCE REDRESSAL

Grievance Officer:

Name: Chandan Sachwani

Designation: Sr. Manager – Customer Service

WhatsApp for quick support:- +91 9871502777

Phone: 1800-103-7733

Address:

OPPO Mobiles India Private Limited

5th Floor, Tower-B, Building No. 8,

DLF Cyber City, Gurgaon, Haryana, India.

- Initial response within 12 working hours
- Maximum resolution period: 3 weeks after complete information is received
- **WhatsApp for quick support:- +91 9871502777**
- **Phone:** 1800-103-2777

OPPO Service Centre Locator: <https://support.oppo.com/in/service-center/>

OPPO Store Locator: <https://www.oppo.com/in/shops/>

OPPO Security Response Centre: <https://security.oppo.com/cn/>