

OPPO Premium Service for Find N2 Flip

OPPO Premium Service provides smartphone owners a professional, reliable, convenient, and trustworthy 'After Sales Service' solution along with other bundled benefits for smart phones (hereinafter referred to as "Offer").

i. Plan Benefits

It is a comprehensive plan designed for your peace of mind in case your mobile gets damaged. The key benefits under the Plan are:

International warranty service

Dedicated Expert 24*7 (Hotline support)

Free pick-up & drop service.

Standby device at the time of repair

Bank EMI option at the time of Service

Note: Each benefit under the Plan is referred as a separate Service Product & Specific Terms and Conditions related to each such Service Product is mentioned separately which shall be complied with while availing such Service Product.

ii. Place, Outlet Coverage

Offer is valid for all OPPO Find N2 Flip Devices ("Products").

Offer shall be valid across the territory of India only.

This offer is available on the Products purchased through OPPO's authorized online & offline stores.

OPPO reserves the right to extend or annul the Offer at its sole and absolute discretion.

iii. 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.

If any customer wishes to raise any data protection issue with OPPO, or exercise any of his/her legal rights, please contact OPPO at support.in@oppo.com.

OPPO takes reasonable precautions to keep all Customers personal data secure and require third party data processors to do the same. However, OPPO may release Customers personal data if required/mandated to do so by law, or by search warrant or by court order.

iv. General Conditions

Customer hereby acknowledges and agrees to share the information by OPPO to its affiliates, service providers etc. in regard to the services along with the storage of the same for further communication and for records in compliance with the statutory provisions of the applicable laws and also of OPPO's policy. The above captioned plan is subject to the availability of the spare parts and necessary stocks in the authorized 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 and absolute discretion without giving any reason whatsoever.

OPPO reserves the right to substitute the OPPO Premium Service 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. Customers acknowledge and agree that they shall not imply or construe any term or condition unless the same is explicitly mentioned by OPPO.

v. How to get service?

Save as provided herein, to get service please walk in to the closest OPPO Authorized Service centers.

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, Twitter- @OPPOCareIN & WhatsApp-+91 9871502777.

vi. 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 Gurugram shall have the exclusive jurisdiction in respect of all the subject matter with relation to the Offer.

INTERNATIONAL WARRANTY SERVICE (IWS)

I. Eligibility Criteria

- This International Warranty Service document is only valid for FindN2 Flip Series.
- IWS will be effective only when your E-Warranty card is registered. The warranty period will depend on the place of purchase while the repair cycle is subject to place providing the service.
- The International Warranty Service covers only in-warranty repairs and software upgrades of device however replacements and returns are not covered under this warranty. Other available services are subject to the place/country where the service is provided and the applicable warranty policies and service policy therein.
- Countries and regions applicable for International Warranty Service are-

Asia	Cambodia, India, Indonesia, Mainland China, Hong Kong, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam, Laos
Europe	France, Italy, Poland, Portugal, Spain, Switzerland, Slovak, Romania, United Kingdom
America	Mexico
Oceania	Australia, New Zealand

II. Redemption of International Warranty

- Bring your device, invoice, warranty card and other document as required under the prescribed laws of the land to a local service center of the respective region. OPPO International Warranty Service shall be available once inspection declares your device is in-warranty.
- To provide you with convenient service and protect your related rights and interests; authorization of information acquisition and receiving sheet with signature are required, as well as invoice with complete information including but not limited to the place and time of purchase.
- Under IWS service, in-warranty devices will be repaired free of charge while out of warranty devices will be repaired considering the local policies and regulations where the repair is being performed.
- For devices whose warranty period has expired or not covered under warranty, customer can still get it fixed by paying spare part cost and service charges as applicable*. Spare parts prices are subject to local conditions.
- Bring your device to OPPO authorized Service Center and we will update it to the latest software version.

III. Terms & Conditions

- The International Warranty Service shall be only available in the countries as mentioned in the eligibility criteria, and repairs covered under this policy will be offered free of charge within the warranty period.
- Repairs not covered by the International Warranty Service is subject to applicable service fee charged in the place where the service is offered.
- To the extent permitted by applicable laws of the land, the international warranty service policy is subject to the availability of the applicable spare parts and other incidental materials.
- You need to grant authorization to obtain relevant information by signing the receiving receipt and the statement; otherwise, the OPPO customer service center reserves the right to refuse to provide the service.
- Please purchase a device through authorized channel of OPPO, otherwise, the customer service center reserves the right to refuse to provide the service for a device that is not purchased through an official channel.
- You understand and agree that as a result of the captioned service policy, your device/repaired material may vary in appearance or function, and the safety standards/mark for your device/repaired material may apply only to the place where the service is provided in compliance with the requirement of applicable laws.

IV. Exclusions

- Device models that are not covered by the International Warranty Service (IWS).
- Devices that are not sold through official channels.
- Any devices modified, disassembled, or repaired by un-authorized repair center.
- Devices that exceed the basic warranty period of the country/region where repair activity shall be occurred Refund or replacement is requested.
- Refusal to sign the International Warranty Statement.
- All risks and legal liabilities or losses associated with any transfer due to any differences in the product after you obtain the International Warranty Service.
- Any loss of profit, income, or time incurred as a result of any personal business activity due to any differences in the product after you obtain the International Warranty Service.
- Any inability to use your device caused by cross-region rather than device fault (such as the inability to access the internet because it does not support the network frequency adopted in that region).
- Offers like screen replacement, complete damage protection & extended warranty are not covered under international warranty therefore, benefits of these offers shall remain limited to territory where the device is purchased.
- Beyond the scope of the legal service policy in the place where the service is provided.
- As a customer, the use of the devices shall be non-commercial. To the extent permitted by local laws, OPPO shall be liable for the direct losses from customers by IWS. OPPO shall not be liable to you for any loss of profits, revenue, or time arising out of your use of or inability to use the device.

- OPPO reserves the right to modify the terms and conditions without prior notice. For latest information, please visit your local OPPO website to get to know the latest IWS information.
- Please contact OPPO service hotlines or consult the local OPPO service center for more details.
- Some spare parts may vary in appearance and function due to differences in local laws, restrictions, and product safety qualification standards. Please contact local service centers for further details.
- Upgrading the system may cause data loss. Please back up your data before heading to service centers for an upgrade.

BANK EMI (Equated Monthly Instalment) for Service/Repair

To make repair journey easy on customers pocket, OPPO has introduced EMI for Service/repairs of smartphones. Now, customer will have an option to decide EMI instalment and tenure as per his or her convenience.

I. Basic Terms & Conditions

- This offer shall be applicable on new OPPO Find N2 Flip series ("Product").
- Service Centers will accept EMI's through Debit cards & Credit cards.
- The EMI facility is not available on accessories purchased separately apart from Product repair. However, Customers can combine accessories with repair into a single transaction and convert the purchase into an EMI.
- The EMI facility is being offered by the respective banks to the customer and OPPO Authorized service center has no role to play in the approval, extension, pricing, modification, pre-closure, closure, or any matter incidental thereto pertaining to offering of the EMI facility, which is decided at the sole discretion of the bank.
- OPPO Authorized service center will on a best effort basis make available to the customers all EMI related information (such as EMI amount, Interest rate charged, Total amount payable) on POS machine before making payment or opting for EMI. The details of EMI shall be as per the information shared by the Banks on an "AS IS" basis. Banks are the authoritative source of this information and customers are advised to directly contact their Bank for any further clarifications in this regard. For more information, OPPO requests its customers to review the terms and conditions of the respective banks offering such EMI facility.
- Minimum transaction amount & interest rate for EMI depends on the respective bank.
- Statutory taxes (GST, Education cess and any other taxes) will be levied by the banks on the charges levied by them for the EMI facility as mandated by applicable laws and regulations.

- OPPO Authorized service center does not charge the customer any convenience fee for the purpose of facilitating the EMI facility for its customers.
- The EMI facility being offered by the banks to the customers is governed by the respective terms and conditions of each bank and the customer is advised to approach the bank/issuer in case of any complaint, dispute, or enquiry about an EMI transaction and OPPO shall not have any liability/recourse in this regard.
- OPPO Authorized service center reserves the right to stop facilitating this service without any prior notice.

Free Pick-up and Drop Repair Services

The terms and conditions for Pick-up and Drop Repair Services are as follows:

Scope:

OPPO authorized service centers (herein referred to as the "Service Centers"), for the benefit of OPPO Find N2 Flip users is facilitating pick and drop services, at the sole risk of the Users, whereby the Users in addition to themselves visiting the Service Centers for repairing their Products manufactured by OPPO Mobiles India Pvt. Ltd., (herein after referred to as "OPPO") will also have the option of registering their complaints online and sending their OPPO Product (requiring repair) through authorized courier services to OPPO Service Centers under the pick and drop User program, on the terms and conditions agreed by the Users herein. In case the User does not agree to any of the conditions of pick and drop services then the User shall not use this service in any manner or in any circumstances whatsoever. Users use of pick and drop service shall be deemed as an unequivocal and irrevocable acceptance of these terms and conditions, without exceptions.

The "Users" herein refer to the individuals who have purchased OPPO's device and IoT Products (herein collectively referred to as the "Product(s)") and are now seeking repair services through pick and drop program.

Pick and drop services are available for PAN India locations, however, pick and drop services shall depend on the access or reach covered under our courier partner's territorial limits, which is subject to change from time to time.

Who can Avail:

Pick and drop services can be availed by the users using the OPPO Products seeking repair of their Product, however, this pick up and drop services are

subjected to applicable charges. Free pick up and drop service is only applicable for the Products under warranty period (As per warranty policy of OPPO). However, in case of physical damage to the Product or any repairs which are out of the purview of the warranty as provided by OPPO, then the applicable charges shall be borne by the Users. After the warranty period or otherwise, the Users can avail this service by paying a fee of Rs. 150 plus the cost of the repaired part (along with applicable taxes).

Procedure:

The Users can avail the pick and drop service by following any of the below mentioned procedures:

Call Dedicated Expert 24*7-: 9958808080.

Contact nearest Service Centre

Register through OPPO website

MY OPPO Application

The Users accept and acknowledge that they will allow the courier executive to allow taking photographs for ensuring that there is no damage to the Product and further the said photographs will be shared with Service Centers for inspection purposes and careful handling of User's Product.

At the time of delivery and drop of the product the courier executive shall seek any authorized government ID of the Users to ensure verification of the Users. The Users shall also get a confirmation for the pick and drop services.

The Users shall hand over the Product to the courier executive with an original OPPO box (in case the Users do not have the original box, then, the Users can pack it in another box with bubble wrap with proper sealing).

General Terms and Conditions:

The Users unequivocally and irrevocably accept the terms as specified herein or as may be as updated/ amended by OPPO from time to time.

OPPO/the Service Centers shall not be liable for any direct or indirect losses or damages whatsoever that may be suffered by the Users because of availing the pick and drop services.

The User shall be solely responsible for the Product sent by the pick and drop service and under no circumstances the Service Center/OPPO, shall be held responsible for the Product which is sent through courier service.

In case the Service Centers find any tampering in the seal packaging sent by the Users, the photographs of the packaging will be sent to the Users and thereafter, the Product will also be sent back to the Users, without initiating any repairs.

In other cases, after duly checking the packaging and detecting the repairs which are required in the said Product, the Service Centers will send a detailed list of repairs via email or WhatsApp to the Users and once the same is accepted by the Users thereafter, only the Service Centers will initiate the repair of the Product.

The Products which are received by the Service Centers for repair, shall be subjected to advance payments.

If the Service Center detects that Product sent by the Users is out-of-warranty and the User fails to make the payment as per the repairs detailed in the email or WhatsApp sent to them, then the Service Centers reserve the right to return the Product without initiating any repairs. However, in cases, wherein the Users accept and approve the repairs required then the charges for the service and spare parts replaced used for out of warranty Product shall be as per the applicable price list approved and recommended by the Service Centres.

The Users can check the price at <https://support.oppo.com/in/spare-parts-price/>.

Any kind of mismatch found between the record provided by the Users and actual record of Product (Brand/Model/IMEI/others), then the Service Centers shall have the liberty to reject initiating repairs.

The Users accept and agree that they will not send any accessories other than the Product which requires repair. In case the accessories are sent along with the Product then the Users shall be solely responsible for the loss/damage/misplacement of the said accessories. "Accessories" herein referred to as USB cable, charger and cable, earphone.

Before incurring any additional charges to repair the damaged Product, User's prior consent would be taken and post approval of the Users, the Product would be repaired.

The Service Centre shall not be obliged to undertake any repair of the Products which are physically damaged, waterlogged, liquid damaged, tampered or malfunction as a result of repair carried out by unauthorized personnel. In case the Product is repaired through any unauthorized Service Centre/person during the warranty period, the warranty of the Product shall be declared as void immediately.

The Service Centre provides a warranty of 90 days for the replaced part which shall commence from the date of handing over of the Product to the Users, after carrying out repairs.

The decision of the Manager of the Service Centre in terms of repair replacement and cost thereto shall be final and the User shall not dispute the same.

The defective parts replaced while undertaking the in- warranty repair of the Product will not be returned or handed over to the Users.

Indemnity

The Users shall comply with these terms and conditions and waives any right to dispute or to claim any ambiguity in these terms and conditions and release, indemnify and hold harmless OPPO/the Service Centers and its respective affiliates, partners and their respective representatives, officers, directors, employees, and shareholders from and against any injuries, losses, damages, claims, actions, or any liability of any kind resulting from or arising from this pick and drop services.

Force Majeure

The Service Centers/OPPO will not be liable for any delay due to non-performance, failure, or non-delivery of the Products due to contingencies arising from any force majeure, acts of God including but not limited to storm, earthquake, accident, strikes, lock-out industrial dispute, labour trouble, transportation embargo, imminence or the existence of any state emergency, war, warlike condition, civil commotion right, inability to obtain any material, refusal of license, approval or impositions of sanctions, any measures taken by the government which renders it impossible or impractical for the Service Centre to perform, supply, service or deliver the Product to the Users.

Limitation of Liability:

In no event will OPPO be liable to the Users for any direct, indirect, incidental, or consequential damages of any kind, including but not limited to loss of profit or Product arising out of or in connection with this terms and conditions, whether such liability is asserted on the basis of contract, tort or otherwise, even if the Users have been advised of the possibility of such damages. The maximum total cumulative liability of OPPO (including anyone associated with it) shall be limited to the cost of repairs carried out on the product of the

Users.

Payment terms:

All the payments shall be done by Online transfer, or any other mode as may be permitted by the respective Service Center. The details or mode of the transfer will be communicated by the respective Service Centers on the e-mail address, or any other communication channel provided by the Users.

User Information:

The required information for availing the service is-

Name of the User.

Full address at which the device is required to be picked up and dropped.

Contact number and email id.

Alternate contact number.

Model name.

Serial Number / Unique Identification Number / IMEI.

Purchase date of the Product

Copy of original Tax Invoice

OPPO respects and is committed to protecting personal data of the Users, including their name, address, contact information, device identification number (IMEI number), etc., shared by the Users with OPPO or any authorized service providers in relation to the repair services. The Users acknowledge and consent that the personal data provided by or on behalf of the Users to OPPO or any authorized service providers will be stored, processed, used, shared and/ or transferred by OPPO and its service providers and can, amongst other things, be used for sharing updates with the Users in relation to the services and Products of OPPO via calls and/ or texts. Further, the Users agree that their personal data will be disclosed to OPPO authorized third-party vendors/sub-contractors to help provide services to the Users. Additionally, in respect of such personal data/ information disclosed by the

Users, the Users hereby agree to the privacy policy of the Company placed at

<https://www.oppo.com/in/privacy>. The Users are encouraged to access the link for keeping themselves apprised with the latest privacy policy.

Before handing over the Product by the Users to the courier executive for repairing the Service Center recommend the Users to: Log out of their personal account, back up important personal data, and delete sensitive personal data to prevent data from being synced to the cloud account or loss of any information including personal data during repair.

The Service Centre will not be liable for any information/ data losses during the repair.

Dispute Resolution:

These terms shall be governed by the laws of India. In case of any dispute qua the present terms then the courts at Gurugram, Haryana, shall have the exclusive jurisdiction in respect of the Disputes.

Standby Device

OPPO Authorized service partner ("OPPO") is pleased to extend the offer of a standby device to you while service is performed on your current Find N2 flip ("Customer Phone"). By taking possession of the equipment identified in section 1 ("Standby device") and signing this agreement, you agree to all the terms and conditions listed below:

1. Standby Device. You acknowledge receipt of the Standby device listed below which at OPPO's authorized service partner discretion may be new or refurbished, and agree to return it to OPPO once the repair for your FindN2 Flip is completed.

The Serial Number of the Standby device is listed on the Job sheet/Work Authorization for the service on your current Find N2 Flip.

From the date on which you receive the standby handset through the Return Date, title to the standby phone shall at all times remain vested in OPPO.

2. Receipt of Customer Find N2 Flip when standby device Returned. The standby device is offered to you while your Customer Phone is with OPPO Authorized service partner. OPPO will return the Customer Phone to you after service has been completed, the Standby device has been returned and all outstanding payments are settled.

3. Extended Return Date. If you have a circumstance that prevents you from picking up your repaired Customer Phone on or before the Return Date, you may submit a request to OPPO for an extension of five (5) days. You may submit a request for the extension by contacting OPPO at the location where the standby device was provided. Upon approval of the five (5) day extension, the extended date will become your Return Date for purposes of these terms, and you will be required to return the standby device by that extended Return Date. All of the terms set forth in this agreement will apply to that extended Return Date.

4. Replacement. In certain cases, OPPO Authorized service partner may, at its own discretion, decide that replacement of the Customer Phone is required (e.g., where repair is not possible). Upon its decision to replace the Customer Phone: (i) you will return the standby phone to OPPO and collect the Replacement Phone, for which all original terms of sale that applied to the Customer Phone, including the remainder of any warranty terms still in effect will apply; (ii) provided that you return the standby device, you will obtain full rights of ownership in the Replacement Phone, and (iii) all right, title and interest in the Customer Phone shall automatically vest in OPPO and you hereby transfer, assign and set over unto OPPO, the Customer Phone, and OPPO may use or dispose of the Customer Phone as OPPO sees fit.

5. Safeguarding. You must take reasonable and prudent precautions to protect the standby device against damage, loss, or abuse while in your care, custody, and control. If the standby device is lost, stolen or damaged, you must notify OPPO immediately. Only OPPO may service the standby device.

You may be held responsible for repair or replacement costs if the standby device is lost, damaged, or stolen while on loan.

6. Permitted Use. The standby device is to be used solely by you while your Find N2 Flip is being serviced by OPPO Authorized service partner ("Service Period"). You must not use the standby device for any unlawful purpose. Only software with valid licenses should be loaded on the standby phone.

7. Delete Your Files Upon Return of Standby device .You acknowledge that before returning the standby device, you are responsible for erasing all files, including personal and/or confidential files and data, created by you. Therefore, should you wish to retain any files you created, you should backup your files. You are responsible for removing and storing any such files prior to returning the standby device. OPPO Authorized service partner is not responsible nor liable for any files or data remaining on, or erased from the standby device, following its return.

8. Installed Software. You acknowledge that all software provided with the standby phone is licensed specifically to this standby device and you will not remove it. You also agree not to copy or otherwise reproduce, reverse engineer, disassemble or decompile any software, the equipment, or components provided with the standby device.

9. OPPO Liability. To the fullest extent permitted by law, OPPO will not be liable for any consequential, incidental, indirect, or direct damages arising out of these terms or the use of the standby device, including without limitation any losses of or affecting your personal property, software, or data.

10. These terms shall be governed by the laws of India. In case of any dispute qua the present terms then the courts at Gurugram, Haryana, shall have the exclusive jurisdiction in respect of the Disputes.

Dedicated Expert 24*7 Hotline support

Benefits

- Customer will have an option to contact us 24*7 including public holidays for any query.
- Exclusive personalized support in Hindi and English.
- Exclusive number for OPPO Find N2 Flip series customers to call for any feature, technical or function inquiry.
- Minimum or no waiting time. Customers will not have to wait on IVR or long queues to connect with the OPPO expert.
- Express solution to your enquiries. Any complaint raised will be resolved within 24 working hours*.

Requirements

Customers need to register for 24*7 Hotline support by calling our Hotline number- 9958808080, between 9AM to 7PM or by sending an email to support.in@oppo.com or contact us through OPPO's official support page of Facebook or Twitter page @OPPOCareIN.

The information required for the registration of service is-

1. Name of the Customer.
2. Location
3. Model name.
4. Serial Number / Unique Identification Number / IMEI.
5. Purchase date of the device.

Contact center will share the 24*7 Hotline support number with the customer. This shall support only two languages that is English & Hindi.