



## **OPPO Premium Service: Find X8 Series**

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)**
- **Refresh Service (Free Screen Guard & Back Cover) \***
- **Bank EMI option at the time of Service**
- **10% discount on-screen replacement**
- **1hrs Flash Fix**

**Note:** Each benefit under the Plan is referred to 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.

### **Place, Outlet Coverage**

- The offer is valid for all OPPO Find X8 Series 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.



## **II. 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 [Contact Us](#).
- 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.

## **III. General Conditions**

- Customer hereby acknowledges and agrees to share the information by OPPO to its affiliates, service providers etc. Regarding 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 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.
- The 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 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.
- Save as provided otherwise, Benefits of this offer shall remain limited to the territory of India.
- 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.

- Customers acknowledge and agree that they shall not imply or construe any term or condition unless the same is explicitly mentioned by OPPO.

#### **IV. How to get service?**

- Save as provided herein, to get service please walk into 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](http://www.oppo.com/in) and you can also connect us through Facebook, Twitter- @OPPOCareIN & WhatsApp-+91 9871502777.

#### **V. Jurisdiction**

- The 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 also valid for Find X8 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 documents 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 according to 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 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 because 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 the 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 customer's pocket, OPPO has introduced EMI for Service/repairs of smartphones. Now, customers 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 the new OPPO Find X8 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.
- The 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.



## **Dedicated Expert 24\*7 (Hotline support)**

### **1. Benefits**

- Customers will have the option to contact us 24\*7, including public holidays, for any query.
- Exclusive personalized support in Hindi and English.
- Exclusive number for OPPO Find X8 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\*.

### **2. Requirements**

- Customers need to register for 24\*7 Hotline support by calling our Hotline number- 9958808080, between 9AM to 7PM or contact us through OPPO's official support page of Facebook or Twitter page @OPPOCareIN & WhatsApp-+91 9871502777.

The information required for the registration of service is-

- Name of the Customer.
- Model name.
- Serial Number / Unique Identification Number / IMEI.
- 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.



## **Refresh Service**

To protect your OPPO Find X8 Series ("Device") from damage, our authorized service center is providing free screen guard and back cover (herein refers to Protective shell). Now customers can also avail the free drop off delivery for the protective back cover at their doorstep.

### **Terms and conditions for availing this free service:**

- This service center will provide a new back cover and screen guard for devices, if finds that user device's back cover is faded, have scratches, damaged, dirty, difficult to clean, have bubbling, and handset without back cover.
- Customers can now choose to get their protective shell delivered to their doorstep free of cost.
- Offer valid at authorized OPPO service center only.
- Replacement of back cover (herein refers to Protective shell) and screen guard is applicable maximum up to 2 times during the warranty tenure.
- OPPO India reserve rights to change or discontinue the offer at any time as per its sole and absolute discretion, without any notice in this regard.

**Note-**: This offer is only valid for devices purchased for personal use ONLY, devices purchased for commercial purposes shall not be eligible for this offer.

### **Procedure to avail the drop off service for Protective back cover**

Now users can also choose to avail themselves of the free of cost drop off service for their back cover (herein refers to Protective shell) at their doorstep. Customers need to follow below mentioned steps to register themselves for drop off service:

- Call Dedicated Expert 24\*7-: 9958808080 and get their request registered with our team
- Users need to provide some additional details to get the product delivered at their doorstep as mentioned below:
  - i. Username
  - ii. Phone number
  - iii. IMEI
  - iv. Address along with the pin code
  - v. Model details such as color



## **10% Discount On-Screen Replacement**

### **1. Benefits of Offer:**

- This Offer covers a 10% discount on Screen Replacement only if the screen of the phone is accidentally damaged such as liquid leakage in touch screen and crack on the touch screen will be considered for the replacement.
- This offer can be used multiple times but only limited to screen replacement.

### **2. Eligibility Criteria**

- This offer shall be applicable only on OPPO Find X8 Series new devices ("Products") purchased in the territory of India.
- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.

### **3. Redemption of 10% discount on screen replacement**

- In the event of any damage as captioned above, the user is required to submit (Not later than 48 hours from the time of damage) the device to OPPO Authorized service center and make sure that digital Repair/ Receiving sheet is generated failing which no claims shall be entertained by the Company.
- 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.
- This offer can be used multiple times but only limited to screen replacement.

### **4. Exclusions**

- Any loss under mysterious circumstances including loss or stolen.
- Loss due to Intentional act or willful neglect.
- Loss arising before/after Coverage Period.
- Any loss due to hire or loan of the Covered device to a third party or if ownership is transferred.
- Any damage occurred to the Covered Device prior to the activation.
- 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.
- 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.

#### **5. Verification of the documents**

- Before availing the Offer, customer will be required to handover a copy of the invoice to the authorized service center, issued by the respective Online or 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 handover 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, customer shall not be eligible for the Offer, the same shall stand forfeited, and no claims shall be entertained in this regard.

#### **6. Conditions related to the Offer.**

- A 10% Discount on Screen Replacement Offer shall be based on parts availability and conditions listed above. The company shall not be responsible for its non-availability due to various reasons like climatic conditions, labor 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.