



## **6-Months Accidental & Liquid Damage:** **(Reno12 Series)**

- I. Provided By:** OPPO Mobiles India Private Limited (“Company/OPPO”).
- II. Benefits of Offer:**
  - This offer covers accidental damage/physical damage/liquid Damage and/or such damage to the product creating hindrances in the normal usage of the Products other than manufacturing defects.
  - The Plan term is 180 days from the date of activation of the Phone or until a repair request has been raised within the Plan term
- III. Offer period, Place, Outlet Coverage & Product coverage:**
  - This offer is valid only on purchase of **Reno12 Series** (All variants of Reno12 & Reno12 Pro) during the offer period.
  - Offer shall be valid only across the territory of **Mumbai & Tamil Nadu** regions. Devices activated during the offer period.
  - Offer shall begin from **13<sup>th</sup> September'24 till 30<sup>th</sup> September'24** both days are inclusive (hereinafter referred to as “Offer period”).
  - Customers need to activate their device within the stipulated 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.
  - 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.
  - For offline consumers this offer shall apply only to new Products activated during the offer period.
  - The Plan is not valid if the purchase date is a mismatch against the select eligible purchase date or activation date.



## **V. Redemption of Accidental & Liquid Damage:**

- Customer can avail of an ADLD offer by paying just 5% amount of the replaced spare parts + Taxes as per the actual part value under GST implications+ service charges including taxes.
- 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 the OPPO Authorized service center and make sure that the digital Repair/ Receiving sheet is generated failing which the Company shall entertain no claims.
- 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 availed one time ONLY by visiting the authorized service center of OPPO.

## **Exclusions**

The Plan will not cover:

- Any loss under mysterious circumstances including lost 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 damages 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 to 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.
- Minor scratches, dents or any other cosmetic damage not impacting the regular functioning of the Mobile Device.
- 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.

#### **VI. 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 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 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 repair requests 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 repair requests shall be entertained in this regard.

#### **VII. Forfeiture clause:**

- Also, if the customer doesn't avail 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 repair requests shall be entertained in this regard by the Company later.



### **VIII. Conditions related to Accidental & Liquid Damage:**

- Accidental & Liquid Damage protection 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 Repair 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.

### **IX. 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.

### **X. General Conditions:**

- Customer agrees that OPPO shall not be liable for any repair requests, costs, injuries, losses, or damages of any kind arising out of or in connection with the Offer or with the acceptance of this offer.
- In case of device repair cost exceeds or is equal to 100% of the device purchase price or the authorized service center and OPPO determines that the device is unrepairable then it will be subjected to BER (Beyond Economic Repair). The authorised service center will proceed with the conditions as per BER. **Kindly refer to the point XI.**
- 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 accidental & liquid damage protection 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 that 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 repair request 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, repair requests, 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.

**XI. BER (Beyond Economic Repair):**

- For Total loss or BER cases repair benefits and settlement will be subject to the below applicable depreciation grid.

Days	Depreciation % of Invoice Value
0-90	20%
91-180	30%

- You will be required to surrender the BER Mobile Device to OPPO authorised service center, and it shall be automatically deemed that you transfer all rights of the BER Mobile Device to OPPO.
- The Mobile Device replacement or reimbursement will be provided to you after you surrender to OPPO your BER Mobile Device.
- If you are not agreeable to OPPO to provide the replacement/reimbursement of your Mobile Device or if you do not pay



the additional charges for replacement within 7 days of the offer, your BER Mobile Device will be returned to you in unrepaired condition.

- Mode of settlement will be at the sole discretion of OPPO for BER cases.
- Customers need to pay the difference amount in the case of BER settlements/repair.

## **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-: [www.oppo.com/in](http://www.oppo.com/in) 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