

MyOPPO Raffle West Bengal State Only

These terms and conditions ("Terms") govern the conduct of the Contest titled as **"Happy Durga Puja- Participate in MyOPPO Raffle & Win Exciting Prizes"** ("Contest") organized, conducted, and brought to the Participant(s) by **Wanshan Mobiles Private Limited ("Organizer")**.

I. Eligibility

- The Raffle is open to residents of West Bengal, India, aged 18 and above.
- "Participants" herein refer to as the purchasers of OPPO mobile phones and activating the OPPO mobile phones during **15th September 2024 12:00 AM IST till 1st November 2024 23:59 PM IST** (herein after referred to as the "Event Duration").

II. How to Enter

- Customers can Participate using the Newly purchased OPPO Mobile & Scan the QR code to be eligible for entry in the Raffle.
- The winners shall be required to submit their complete details once the Reward is out.
- Customers shall only have one opportunity to enter in this free Raffle.

III. Prizes

- Prizes are non-transferable and no cash alternatives will be offered.
- Wanshan Mobiles Private limited reserves the right to substitute a prize of equal or greater value if the advertised prize becomes unavailable.

IV. Prize Details:

- Thailand Trip- 3 Winners
- F27 Pro+ Mobile Phones- 3 Winners
- Bag-pack- 100 Winners
- Lunch Box- 500 Winners
- 3 months Extended Warranty- 4000 Winners
- Bottle- 2000 Winners
- Reward Points (100 points)- 40,000winners

- Better Luck Next Time- For other participants
- Reward points of the Winners will be auto credited to their My OPPO Account.
- Customers who will win Phones or any Other listed Gifts in the Raffle as rewards **shall proceed with the gifts after submission of the required details, further claim at the Store from where the mobile purchased.**

v. General Conditions

- By participating, entrants agree to be bound by these Terms and Conditions.
- Wanshan Mobiles Private limited reserves the right to disqualify any participant who violates these Terms and Conditions or tampers with the entry process.

VI. Gift Distribution Process

- After completing the Raffle, Particular **OEC/Shopping guide/ Dealer will share the winning Screenshot with respective ASM/OSE and from regional team it will come to the company HO**, with all the required information.
- After validation of all required information, HO will dispatch the gifts to the regional office, and the ASM /regional team will be delivering the same to the customer in the shop where they purchased the mobile.

VII. Privacy

- Personal data collected during the Raffle will be used solely for the purpose of administering the draw and will be processed in accordance with Wanshan Mobiles Private Limited's Privacy Policy.

VIII. Liability

- Wanshan Mobiles Private limited is not liable for any injuries, losses, or damages of any kind arising from participation in the Raffle or from the use or acceptance of any prize.

IX. Governing Law

- This campaign is exclusively applicable for **West Bengal** State only
- These Terms and Conditions are governed by the laws of West Bengal and any disputes will be subject to the exclusive jurisdiction of the courts of West Bengal.

X. Contact Information

- For any questions or concerns regarding the Raffle, please contact us at **oppo.wbmarketing@gmail.com**.

T&Cs to avail 3-Months Extended Warranty Reward in Raffle

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

II. Benefits of Offer:

- This Offer will provide an additional warranty of 90 days (hereinafter referred to as “Extended Warranty”) along with the original warranty of the product as offered at the time of the purchase of the product. • This offer covers the technical and mechanical problems that occurred to the product during the Extended Warranty Period without any additional charge.

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

- This offer shall be applicable only on new devices (“Product”) purchased during the offer period.
- Offer shall be valid only across the territory of **West Bengal**.
- Offer shall begin from **15th September’24 till 01st November’24** both days are inclusive (hereinafter referred to as “Offer Period”).
- The offer extends the warranty on the OPPO Product for 90 days. The offer safeguards your handset from technical and mechanical problems. During the Extended Warranty Period, OPPO will, as per feasibility or testing report, repair or replace any device defects in the OPPO Product (collectively “Warranty Services”) without additional charges.
- The period of coverage would commence the day after the basic warranty of the product ends. The offer shall remain active for 90 days from the starting date (including the start date).
- 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”) as mentioned above in product coverage activated during the offer period, however.
- After the purchase of the phone, the Participants will have to activate the new phone during this offer period and follow the raffle lucky draw program process. Refer To **Point V**.

- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.
- Offer and benefit are contingent upon successful participation in a lucky draw, and no guarantee of winning is provided or implied. By entering the draw, participants acknowledge and accept that the results are based on chance.

V. Process for Raffle Lucky Draw Program:

- To participate in the lucky draw, customers must register through the MY OPPO APP and scan the provided QR code.
- After scanning the QR code, customers will automatically enter the raffle lucky draw page. Participation is only valid upon successful registration on the app.
- Winners may receive a 3-month extended warranty. If a customer wins, they are required to provide additional details to the OPPO OEC at the store and must complete a form, which will be sent to them via a provided link.
- Winning is entirely random, and OPPO does not guarantee any participant will win a prize. • OPPO reserves the right to change, modify, or terminate the offer at any time without prior notice
- By participating, customers agree to comply with all terms and conditions.

VI. Redemption of Extended Warranty:

- In the event of any technical and manufacturing defect as captioned above, the user is required to submit the device (Not later than 48 hours) to OPPO Authorized service center and make sure that a 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.

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.
- 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 of this offer within 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 Extended Warranty:

- Extended warranty offer 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, 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.

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 Kerela 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-: 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.