

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 Mobile phone 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. 250 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 on OPPO hotline number-: [1800 103 2777](tel:18001032777)

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-

1. Name of the User.
2. Full address at which the device is required to be picked up and dropped.
3. Contact number and email id.
4. Alternate contact number.
5. Model name.
6. Serial Number / Unique Identification Number / IMEI.
7. Purchase date of the Product
8. 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 aforementioned 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.