

2021 Warranty Extension: COVID-19 Pandemic

Background- For peace of mind we provide our product(s) with comprehensive warranty services following applicable National laws and Regulations. Due to the prevailing COVID-19 pandemic conditions, Government of India is taking all the necessary measures to reduce the risk of community spreading of the same thus, during the transmission period of COVID-19, it is suggested to stay at home and follow precautionary measures as informed by government authorities time to time. In compliance with MHA & State government guidelines some of the service centers are operational, customers can check the real-time status and timings of service centers on Whatsapp +91 9871502777.

Also, we have decided to extend our warranty services for all the products and accessories as listed in this document for such period as mentioned hereunder. Till further notice from the local authorities, we shall follow the said extended services for our products & accessories.

Basic terms & conditions are as follows:

- Generally, warranty for the smartphone is applicable during the term of twelve (12) months from the date of activation; however, considering the current situation **OPPO has extended the warranty services till 30th June' 2021, applicable to the product whose warranty expires during lockdown period (hereinafter referred to as "extended term")**.
- Warranty for accessories will also be extended. Basic warranty for charger, data cable and earphone is six (6) months, and for the battery, specifically (including internal battery) is twelve (12) months. However, it will be deferred till "extended term".
- Warranty will apply to the products purchased through our authorized sellers in the territory of India.
- A valid warranty card and valid purchase invoice are pre-requisite to claim Warranty. If a consumer fails to provide the captioned documents herein, Company shall calculate the Warranty from the date of activation or post ninetieth (90th) day from the date of manufacturing, whichever is earlier. Besides, we shall consider the lockdown period & extend the Warranty till the situation gets normal.
- Save as provided above-mentioned, all the other applicable terms as mentioned in the original warranty/service document shall be applicable onto above "extended term".
- OPPO shall have the exclusive right to review and interpretation for the warranty policy. The Customer waives all rights to claim ambiguity in these terms and conditions.

We are also available online to help you with basic troubleshooting and software related issues at all times. Connect us via Facebook, Twitter -: @OPPOCareIN, Whatsapp -: 91 9871502777.

Let's show our gratitude to the health workers & community workers by strictly following social distancing norms. Safety is like a lock, but you are the key.

Stay Safe!! Stay Calm!! We will win this battle soon 😊