

## **One Time Screen Replacement- F19 Series ("Offer")**

I. **Provided by-:** OPPO Mobiles India Private Limited ("Company/OPPO").

II. **Benefits of Offer:**

- This Offer covers One Time Screen Replacement: only if the screen of the product (defined hereinafter) is accidentally damaged such as liquid leakage in touch screen and crack on the touch screen will be considered for the replacement.

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

- This offer is valid only on purchase of OPPO F19 Pro+5G & OPPO F19 Pro 128GB ("Product").
- Offer shall be valid across the territory of India.
- Offer Period:
  - **For Offline:** Offer shall begin from 17<sup>th</sup> March'2021 and be till 19<sup>th</sup> March'2021 both days inclusive (hereinafter referred to as "Offer period").
  - **For Online:** Offer shall begin from 08<sup>th</sup> March'2021 and be till 19<sup>th</sup> March'2021 both days inclusive (hereinafter referred to as "Offer period").
- **Offline-** Offer is available on the products purchased through OPPO's authorized offline stores and activated during the offer period.
- **Online-** Offer is available on platforms mentioned hereunder:
  - F19 Pro+5G- Exclusively on Amazon
  - F19 Pro – Amazon, Flipkart, Snapdeal, Paytm & Tata Cliq.
- OPPO reserves the right to extend or annul the offer period and/or offer at its sole discretion without assigning any reason and/or without notice in this regard.

IV. **Eligibility Criteria**

- For offline consumers this offer shall be applicable only on new Product activated during the offer period.
- For online consumers this offer shall be applicable only on new Product purchased during the offer period.
- This Offer of One Time Screen Replacement can be availed only if the screen of the product is accidentally damaged such as liquid leakage in touch screen and crack on the touch screen will be considered for the replacement.

- Any bulk sale to corporate(s), firm(s) or any other institute or individual shall not be eligible for this Offer.
- The customer cannot be benefitted with a similar offer twice.

#### V. Redemption of One Time Screen Replacement Offer:

- This offer can be availed within 180 days as mentioned hereunder:
  - For Offline- From the date of activation of the product.
  - For Online - From the date of Purchase of the product.
- Customer can avail one time screen replacement 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 mentioned above, the customer is required to submit (Not later than 48 hours from the time of damage) the Product to OPPO Authorized service center and make sure that digital Repair/ Receiving sheet is generated failing which no claims shall be entertained by OPPO.
- 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 Offer shall not cover:

- Any loss under mysterious circumstances including lost or stolen.
- Loss due to Intentional act or wilful neglect.
- Loss arising before/after Offer Period.
- Any loss due to hire or loan of the Product to a third party or if ownership is transferred.
- Any damages occurred to the Product 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.

- If the Product is Beyond Economic Repair -: It means that the Product is not economical to repair. Following an incident where the Product has been damaged, the Product may be deemed beyond economic repair. This means the estimated cost of repairing the Product exceeds the replacement or market value of device.
- 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 Product

(b) Operating the Product 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.

- The Product 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 Product 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 Product or the software.
- Use of a computer or operating system that is unrelated to consumer software or connectivity issues with the Product.
- Damage to or loss of any software or data residing or recorded on the Product.
- Recovery and reinstallation of software programs and user data are not covered under this Offer.
- 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 the Offer, customer shall 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 OPPO.
- 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.

**VII. Forfeiture clause**

- Also if the customer doesn't avail 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 claims shall be entertained in this regard by OPPO at a later stage of time.

**VIII. Conditions related to One Time Screen Replacement Offer.**

- One Time Screen Replacement Offer shall be based on parts availability and conditions listed above. OPPO shall not be responsible for non-availability of the parts 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.

**IX. Publicity**

- Customers unconditionally consent to accessing/use of information (provided to OPPO for availing the Offer) 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.

## X. General Conditions

- **OPPO reserves the right to extend or annul the offer period and/or Offer at its sole discretion without assigning any reason and/or providing notice of the same.**
- 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 and prevailing laws of the land.
- 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 One Time Replacement offer and other offers with some other gift(s) of equivalent value under this Offer at its sole discretion without giving any reasons and/or notice of the same.
- 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 waives 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 India.
- Failure by OPPO to enforce any of its right 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.
- Customer acknowledge and agree that they shall not imply or construe any term or condition unless the same is explicitly mentioned by OPPO.

**XI. How to get service?**

- To get service please walk in to 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) and you can also connect us through Facebook- OPPO Care India, Twitter- @OPPOCareIN, Whatsapp- +919871502777.

**XII. Jurisdiction**

- Decision of OPPO 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 Gurgaon shall have the exclusive jurisdiction in respect of all the subject matter with relation to the Offer.