

OPPO CARE TERMS AND CONDITIONS

Thank you for purchasing OPPO Care. Please read through the terms and conditions carefully and make sure that you fully understand the contents, services and benefits provided by OPPO Care. Payment will be deemed your acceptance of our terms and conditions. OPPO Care is provided by MALAYSIA OPPO ELECTRONICS.

1. OPPO Care Card service content

- I. OPPO Care service is only available with the purchase of new OPPO phone. The validity is 12 Months and effective from the date of purchase.
- II. After purchasing OPPO Care, registration using IMEI number is required.

Due to unexpected fall, extrusion, collision or water damage that resulted in dysfunction, please report to our customer service (0322103448) within 24 hours, and proceed to customer service center within 72 hours and bring along the phone, receipt, certificate and OPPO Care Card. Customer will receive a free repair service if the OPPO Care is activated with the bounded corresponding IMEI number.

- III. Customer will enjoy free service if the repair costs incurred does not exceed 85% of the phone price. Customer will need to bear the price difference if the repair costs incurred exceed 85% of the phone price. OPPO Care service is terminated after the service is completed.
- IV. All the faulty parts replaced belong to MALAYSIA OPPO ELECTRONICS.
- V. OPPO Care is not refundable or replaceable under any circumstances.
- VI. In case that the phone register with OPPO Care had been replaced by a new one, OPPO-Care will also be bound to the newly replaced phone IMEI. Date of effectiveness of OPPO Care service will also be reset to the date of the phone replacement.
- VII. If OPPO Care is not redeemed within 12 months, customer can purchase the OPPO Care with next new OPPO phone under 75% of the original price.
- VIII. Every new phone is allowed to purchase one OPPO Care only.

2. OPPO Care Card Service exclusion

- I. Damaged caused on purpose.
- II. Any action that causes phone lost. (Rob, oblivion and etc.)
- III. Abrasion, scratch, loss and other damages of accessories that do not affect phone basic functions, and the accessories may include but not limited to battery, headset, casing, memory card, chargers, cable, mouse, keyboard, e-pen and other damages.

- IV. Virus or malicious software that caused the damaged of normal usage of phone or failure of the application.
- V. Damage or loss of non-basic phone functionality data, programs and application.
- VI. Any indirect incidental losses that caused by phone faulty. (Including but not limited to loss of profit, loss of data, loss of working time and etc.)
- VII. Barcode and IMEI label are obliterated, damaged or unrecognizable.
- VIII. Any personal disassembly or modification is made in the faulty injury or property losses that caused by phone faulty.
- IX. Personal injury and property damage caused by the insured phone, including but not limited to the direct or indirect losses or costs.
- X. War, military action or terrorism, hostilities, riots
- XI. Administrative action or judicial action
- XII. Natural disaster, nuclear radiation or radioactive contamination.
- XIII. The OPPO Care Card service is only applicable in Malaysia.

3. Terminology

- i. "Phone" or Product": Define as authorized OPPO Smart phone purchased via legal channels.
- ii. "IMEI Number": Define as International Phone identity.
- iii. "Accidental damage": Define as dysfunction to hardware caused by accidents.
- iv. "Accident": Define as unexpected or uncontrollable things happen. (Including but not limited: unexpected fall, extrusion, collision or water damage)
- v. "dysfunction to phone hardware": Define as the hard ware of the phone cannot be used according to the instructions normally

4. Maintenance Procedures

- i. Report to our customer service (0322103448) within 24 hours
- ii. Proceed to customer service center within 72 hours and bring along the phone, receipt, certificate and OPPO Care Card.
- iii. Customer service technicians will examine and evaluate the phone.
- iv. Customer service receptionist will inform the customer the cause of failure, repair procedure and cost incurred. Receipt will be given and customer will be required to sign it.