

## OPPO MOBILE WARRANTY INFORMATION

### I. Service Terms

Thank you for using Oppo mobile phone. We will provide our product with comprehensive warranty services in accordance with applicable national laws and regulations. In case of any conflict between the following policies and the National policies, or Commissions, the national policies shall prevail.

1. Within 12 months from the purchasing date, in the event that performance failure occurs from normal use, consumer can claim for maintenance. The accessories such as charger, data cable and earphone have a 6-month warranty. The battery (including internal battery) has a 12-month warranty.
2. Please be sure to fill in you mobile phone warranty card in a complete, correct and truthful manner, ask the dealer to issue an invoice and keep it in a safe place.
3. Valid purchase invoice: the invoice shall indicate the serial number of the mobile phone, factory serial number (batch number) of the accessories, product model, sales date, Seller's seal, amount and so on.
4. A valid warranty card and invoice are essential for protecting your warranty rights. (Valid warranty card and invoice: the information filled in shall be complete, true and correct without alteration). If you lose the valid invoice and warranty card and are unable to provide us with a photocopy of them, we will provide your mobile phone with a 12-month warranty service beginning from the 90<sup>th</sup> day after the manufacturing date of your mobile phone.
5. Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc).

Note: The above warranty is only valid for the products sold in this country. Oppo has the power of final review and interpretation for the warranty policy.

### II. Warranty Instructions & Conditions

1. Your warranty (please refer to the Warranty Information Card) is only valid under normal use of your device. All man-made damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost.
  - A. The warranty period has expired;
  - B. Damage caused by human factors, including damages caused by usage under improper operating environment and follow failure to the user manual;
  - C. The customer disassembles, repairs or modifies the device without the Company's authorization or has it repaired at a repair shop that is not included in the Company's approved repair network;
  - D. Damage caused by a force majeure (such as floods, fires, earthquakes and lightning);
  - E. The user is unable to provide the warranty card and valid proof of purchase or the product model and barcode do not match or are altered;
  - F. Natural wear and tear of the product (such as casing, keypad, display screen, antenna and other accessories);
  - G. Faults, damages or defects not caused by the company;
  - H. QR code and warranty labels are damaged and unrecognizable.
2. Others
  - A. External damages (including wear, tear, and scratches) are not entitled to the warranty service;
  - B. Faults caused by the internet and wireless information service provides (operators) are not covered by the warranty;