



**Customer Agreement for OPPO Care Products  
Entered into between the customer and OPPO South Africa**

**OPPO Care Product provides a screen protection solution for customers' device, which gives the customer peace of mind while you are using your device. Please read the terms and conditions carefully regarding the OPPO Care Product.**

1. Definition  
In this Agreement:
  - 1.1 "**Device**" means Reno 5 which the customer purchases;
  - 1.2 "**Effective Period**" means, subject to clause 4, a period of 6 months from the date of purchase;
  - 1.3 "**Product**" means OPPO Care Product known as screen protection plan, as more fully set out in this Agreement; and
  - 1.4 "**OPPO Service Centre**" means OPPO service centre or service centres authorized by OPPO to carry out the repair on the Device
2. Product
  - 2.1 The Product entitles the eligible customs to replace the Device screen damaged once within the Effective Period due to accident with a new screen within the Effective Period at any OPPO service centre.
  - 2.2 Should the claim be accepted, the customer is liable for a repair fee of R400.00 for the repair.
  - 2.3 The Product only covers the screen replacement and the associate labour and labour costs, it does NOT cover repair or replacement for any other parts and/or accessories.
  - 2.4 Customer will be quoted for any other parts or accessories needs to be repaired or replaced in order to repair the screen (such as camera), the acceptance of such quote is a condition for OPPO to accept the claim under the Product.
  - 2.5 The Product is not applicable to any water damages in the absence of any apparent screen crack that causes such water damage.
  - 2.6 Ownership of all parts replaced vest in OPPO.
3. Booking
  - 3.1 When submitting a claim under the Product, the customer may elect:
    - (a) Deliver the Device, proof of purchase and this Agreement to OPPO Service Centre where the claim will be verified by OPPO. Customer may collect the Device when the replacement is completed.
    - (b) Courier the Device, proof of purchase and this Agreement to OPPO Service Centre where the claim will be verified by OPPO. The Device will be couriered back to the customer when the replacement is completed.
- 3.2 Once the claim is verified by OPPO Service Centre, the replacement will be performed in accordance with this Agreement.
- 3.3 Customer MUST ensure that the Device data is fully backed up before delivering/courier to OPPO Service Centre. OPPO Service Centre will not, under any circumstances, be responsible for the lost and/or damage of the Device data.
4. Effective Period
  - 4.1 The Customer MUST register via E-Warranty within 7 (Seven) days of the purchase to be eligible for the Product.
  - 4.2 Once registered, OPPO will confirm the registration.
  - 4.3 The Effective Period will commence from OPPO's confirmation and continue for a period of 6 (six) months, or until the Product is terminated in terms of this Agreement in terms of clause 5
5. Termination
  - 5.1 This Agreement will terminate automatically:
    - (a) Upon expiry of the Effective Date; or
    - (b) It is discovered that the Device is repaired, disassembled or replaced by an unauthorized third party; or
    - (c) If the customer rent or lease the Device to any other third party or commit any act that is deemed dishonest regarding to the reason for the damage; or
    - (d) It is discovered that the customer intentionally or misrepresents the case of the damage; or
    - (e) If the customer has already claimed under the Product once and which replacement was completed.
6. Return and Refund
  - 6.1 The Product may not be refunded or returned.
7. Cession of Product to another Device
  - 7.1 The Product may not be ceded to another device purchased by the customer, unless the same device is purchased by the customer within the Effective Period.
  - 7.2 In the event that the customer purchases another Device within the Effective Period, the Effective Period for old Device carries over to the new Device.
8. Exclusion

8.1 The following event is excluded from the Product and OPPO is not liable for any costs and/or loss in the happening of the following event:

- (a) Where the claim may not be verified because customer submit incorrect IMEI number; or
- (b) Where the customer failed to register the E-Warranty within the prescribed period; or
- (c) Where the customer or his representative commits intentional or fraud act when submitting a claim; or
- (d) Cosmetic damage due to normal wear and tear, natural ageing, or dust, condensation, cold, hot or other reasons, including but not limited to scratch, rust and peeling; or
- (e) The damaged Device has apparent perforation, crash, spare part incomplete or separation that cannot be repaired under the Product; or
- (f) The normal wear and tear of Device, loss of accessories including but not limiting to earphone, SD card, charger, USB, pen; or
- (g) Device malfunction due to system or software problem caused by software virus; or
- (h) Deterioration of the Device due to intentional damage; or
- (i) Loss of Device caused by theft or other reason; or
- (j) The damage is caused by defective Device;
- (k) Deterioration or loss of Device due to event of force majeure or any reason beyond OPPO's control, including but not limited to total recall of the Device by the manufacturer or government regulations, war, hostile behaviour, army action, armed conflict, strike, any riot, terrorist activities, and any natural disasters including but not limited to hurricane, flood, earthquake volcano eruption, tsunami, nuclear reaction or nuclear radiation; or
- (l) Damage or loss of the Device spare part or any data due to
- (m) unauthorized disassembly or repaired at any unauthorized service centres; or
- (n) Any value reduction or monetary loss in the Device after repaid

## 9. Governing law

9.1 This Agreement shall be governed by the laws of South Africa.

## 10. Acknowledgement

- 10.1 By signing this Agreement, customer acknowledges the understand the terms as set out in this Agreement.
- 10.2 Customer must present this Agreement when submitting a claim and will be retained by OPPO once the replacement on the verified claim has been completed.