

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 24 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, earphone and battery (including internal battery) have a 12-month warranty.
2. Please be sure to fill in your 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 (battery and charger), 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 24-month warranty service beginning from the 90th 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: Warranty service will only be provided in the specific country where the OPPO product was originally purchased.

C. Our warranty does not cover services verbally promised by the dealer which violate principles set forth on the warranty card. For products that meet the manufacturer's warranty service, you can bring or send your device to OPPO service center for assessment. If any accessory is faulty, the faulty accessory will be replaced.

3. If any of our products require repair since water enters the device or it is seriously damaged by human factors, the customer will be notified by OPPO service center with a quote price.

4. All components, parts and accessories replaced during the warranty period shall become the property of the Company.

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Warranty Card ①

User Information

User Name:

Phone No.:

User Address:

Zip Code:

E-mail:

Product Information & Dealer Information

Model/Color/IMEI:

Dealer's Name:

Date of purchase (DD/MM/YY):