

Accidental Damage from Handling (ADH) Service Contract for All OnePlus series Devices

OnePlus Accidental Damage Protection Plan Service Contract by Servify (hereafter "Service Contract") offers Device accidental damage protection for All OnePlus series("Covered Device") that will help keep your Device protected from liquid and physical damage. This Service Contract is offered and sold by Servify (US) Inc. This is the only Service Contract authorized for sale by OnePlus in United States of America.

Service/Claim Process

In an event of damage to the Covered Device, you are required to inform us via the call center or OnePlus Care App or Web (<https://oneplus.servify.tech/>), or email us at us_support@servify.tech to start the service process. All service-related documentation must be completed within seven (7) calendar days of raising the service request. Once the request is approved in principle, you can mail in (paid by Servify) to the Servify designated service location, avail a pick – drop facility (paid by Servify) or carry in the Device to the nearest Servify designated Service Centre. You are also required to pay a mandatorily deductible fee of \$29 for a screen damage repair or \$99 for damages other than screen or replacement of the Device, under the Service Contract. Once the deductible fee is received by Servify, Servify's designated service location will return the Covered Device to you. The service costs will be borne by Servify as per the terms and conditions of the Service Contract.

Coverage & Term

OnePlus Accidental Damage Protection Plan offers 1 Year of coverage from the date of procurement of the Service Contract. A maximum of 1 claim is allowed under the 1 Year Service Contract. The Service Contract can be procured only within 30 calendar days of the purchase of your All OnePlus series Device. The Device is covered for any kind of accidental and liquid damage, which is not covered under the manufacturer's warranty.

Covered Device

Your All OnePlus series for which you have procured this Service Contract is called the Covered Device. The accessories are not covered under this Service Contract.

Exclusions/Cause of Loss Not Covered

Theft or loss, damage due to willful neglect, poor maintenance or any loss recoverable under the manufacturer's warranty is not covered under this Service Contract. For the complete list, please refer to the terms and conditions.

Cancellation

You may cancel Your Contract at any time for any reason, including if the Device covered under this Service Contract is returned, sold, lost, stolen or destroyed. If you decide to cancel this Plan, you may do so within OnePlus Care App, or by contacting the Administrator. Please refer to the terms and conditions for complete details on cancellation and refund.

Screen Damage Service Contract for All OnePlus series Devices

OnePlus Screen Damage Protection Plan Service Contract by Servify (hereafter "Service Contract") offers **Screen** damage protection for All OnePlus series("Covered Device") that will help keep your Device protected from accidental physical screen damages like cracked, shattered and broken screen. This Service Contract is offered and sold by Servify (US) Inc. This is the only Service Contract authorized for sale by OnePlus in United States of America.

Service/Claim Process

In an event of damage to the screen, you are required to inform us via the call center or OnePlus Care App or Web (<https://oneplus.servify.tech/>), or email us at us_support@servify.tech to start the service process. All service-related documentation must be completed within seven (7) calendar days of raising the service request. Once the request is approved in principle, you can mail in (paid by Servify) to the Servify designated service location, avail a pick – drop facility (paid by Servify) or carry in the Device to the nearest Servify designated Service Centre. You are also required to pay a mandatorily deductible fee of \$29 for a damage repair under the Service Contract. Once the deductible fee is received by Servify, Servify's designated service location will return the Covered Device to you. The service costs will be borne by Servify as per the terms and conditions of the Service Contract.

Coverage & Term

OnePlus Screen Damage Protection Plan offers 1 Year (as per the Service Contract procured) of coverage from the date of procurement of the Service Contract. A maximum of 1 screen replacement claim is allowed under the Service Contract. The Service Contract can be procured only within 30 calendar days of the purchase of your All OnePlus series Device. The Device is covered for any kind of accidental physical screen damages like cracked, shattered and broken screen, which is not covered under the manufacturer's warranty.

Covered Device

Your All OnePlus series for which you have procured this Service Contract is called the Covered Device. The accessories are not covered under this Service Contract.

Exclusions/Cause of Loss Not Covered

Theft or loss, damage due to willful neglect, poor maintenance, damages to any other component apart from the screen or any loss recoverable under the manufacturer's warranty is not covered under this Service Contract. For the complete list, please refer to the terms and conditions.

Cancellation

You may cancel Your Contract at any time for any reason, including if the Device covered under this Service Contract is returned, sold, lost, stolen or destroyed. If you decide to cancel this Plan, you may do so within OnePlus Care App, or by contacting the Administrator. Please refer to the terms and conditions for complete details on cancellation and refund.

Comprehensive Protection Service Contract for All OnePlus series

devices (Accidental Damage from Handling & Mechanical Breakdown)

OnePlus Comprehensive Protection Plan Service Contract by Servify (hereafter "Service Contract") offers Device accidental damage protection and mechanical breakdown for All OnePlus series("Covered Device") that will help keep your Device protected from liquid and physical damage along with mechanical breakdown coverage for an additional period of 1 year. This Service Contract is offered and sold by Servify (US) Inc. This is the only Service Contract authorized for sale by OnePlus in United States of America.

Service/Claim Process

In an event of damage to the Covered Device, you are required to inform us via the call center or OnePlus Care App or Web (<https://oneplus.servify.tech/>), or email us at us_support@servify.tech to start the service process. All service-related documentation must be completed within seven (7) calendar days of raising the service request. Once the request is approved in principle, you can mail in (paid by Servify) to the Servify designated service location, avail a pick – drop facility (paid by Servify) or carry in the Device to the nearest Servify designated Service Centre. You are also required to pay a mandatorily deductible fee of \$29 for a screen damage repair or \$99 for damages other than screen or replacement of the Device, under the Service Contract. Once the deductible fee is received by Servify, Servify's designated service location will return the Covered Device to you. The service costs will be borne by Servify as per the terms and conditions of the Service Contract.

Coverage & Term

OnePlus Comprehensive Damage Protection Plan offers 2 Years of device protection coverage from the date of procurement of the Service Contract and 1 year of mechanical breakdown service. A maximum of 2 damage claims is allowed under Service Contract. The Service Contract can be procured only within 30 calendar days of the purchase of your All OnePlus series Device. The Device is covered for any kind of accidental and liquid damage. Mechanical breakdown coverage begins from the next day after expiry of the original manufacturer's warranty and ends on completion of 1 Year from the Service Contract start date.

Covered Device

Your All OnePlus series for which you have procured this Service Contract is called the Covered Device. The accessories are not covered under this Service Contract.

Exclusions/Cause of Loss Not Covered

Theft or loss, damage due to willful neglect, poor maintenance is not covered under this Service Contract. For the complete list, please refer to the terms and conditions.

Cancellation

You may cancel Your Contract at any time for any reason, including if the Device covered under this Service Contract is returned, sold, lost, stolen or destroyed. If you decide to cancel this Plan, you may do so within OnePlus Care App, or by contacting the Administrator. Please refer to the terms and conditions for complete details on cancellation and refund.

Mechanical Breakdown Service Contract for All OnePlus series

OnePlus mechanical breakdown service contract by Servify offers extended warranty for your All OnePlus series ("Covered Device") and helps you with an extension of manufacturer's warranty by an additional period of 1 Year. This Service Contract is offered and sold by Servify (US) Inc. and is the only Service Contract authorized for sale by OnePlus in United States of America.

Service/Claim Process

In an event where you require repairs to the Covered Device under the Service Contract while it is active, you are required to inform us via the call center or the OnePlus Care App or Web (<https://oneplus.servify.tech/>) or send an email to us at us_support@servify.tech to start the service process. All service-related documentation, if required, must be completed within seven (7) calendar days of raising the service request. Once the request is approved in principle, you can mail-in (paid by Servify) to the Servify designated service location, avail a pick – drop facility (paid by Servify) or carry in the Device to the nearest Servify designated Service Centre. Once the service is complete, Servify's designated service location will return the Covered Device to you. The service costs will be borne by Servify as per the terms and conditions of the Service Contract.

Coverage & Term

Coverage begins from the next day after the expiry of the Manufacturer's Warranty and ends on completion of 1 Year from the Service Contract start date. The Service Contract can be procured only within 365 days of purchase of your Covered Device.

Covered Device

Your All OnePlus series for which you have procured this Service Contract is called the Covered Device. The accessories are not covered under this Service Contract.

Exclusions/Cause of Loss Not Covered

Theft or loss, or any damage that occurs due to an accidental or liquid damage is not covered under this Service Contract. For the complete list, please refer the detailed terms and conditions.

Cancellation

You may cancel Your Contract at any time for any reason, including if the Device covered under this Service Contract is returned, sold, lost, stolen or destroyed. If you decide to cancel this Plan, you may do so within OnePlus Care App, or by contacting the Administrator. Please refer to the terms and conditions for complete details on cancellation and refund.