



OnePlus Protect by Servify (Damage Protection Plan for OnePlus 5)

OnePlus Protect by Servify (called as "Plan") offers device protection program for OnePlus 5 ("Covered Equipment") that will help keep your device protected from liquid and physical damages. This Plan is offered and sold by Service Lee Technologies Pvt. Ltd. This is the only protection plan authorized and sold by OnePlus in India.

Plan Fee

Model Type	Plan Price (INR)	Term
OnePlus 5 128GB	2,399	12 months
OnePlus 5 64GB	2,099	12 months

Registration

For registration, you are required to download the OnePlus Care app and register your device. The registration process must be completed within 30 days of purchasing the OnePlus 5 device.

Claim Process

In the event of damage to the Covered Equipment, you are required to inform us within 48 hours of the damage via the OnePlus Care app or Servify web, or call us on 1800 121 4984 between Monday to Saturday, 10 am to 7pm to start the claim process. All claim related documentation requirements must be completed within seven (7) calendar days of raising the claim. Once the claim is approved in principle, you can schedule a pickup of your Covered Equipment & Servify will have it picked up for free for repairs. You will have to pay an administration fee of Rs 750/- for processing the claim and the repair costs will be borne by Servify as per the terms and conditions of the Plan

Coverage & Term

OnePlus Protect offers 12 months (as per the plan purchased), of coverage from the date of purchase of the Covered Equipment. A maximum of one claim is allowed under this plan as detailed in the terms and conditions of the Plan. The plan can be purchased only within 30 calendar days of the purchase of your OnePlus 5 device. The device is covered for any kind of accidental and liquid damage, which is not covered in the manufacturer's warranty.

Covered Equipment

Your OnePlus 5 64GB or OnePlus 5 128 GB for which you have bought this Plan is called the Covered Equipment. The accessories are not covered under this plan.

Exclusions/Cause of Loss Not Covered

Any damage that occurs within 7 days of activating the plan, theft or loss, damage due to willful neglect, poor maintenance or any loss recoverable under the manufacturer's warranty is not covered under this Plan. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan Fee is refunded.