



OnePlus Protect by Servify (Damage Protection Plan for OnePlus7/OnePlus 7 Pro)

OnePlus Protect by Servify (called as “Plan”) offers Device protection for OnePlus7/OnePlus 7 Pro (“Covered Device”) 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	Term
OnePlus 7 (6GB+128GB)	₹1599	1 Year
OnePlus 7 (8GB+256GB)	₹1689	1 Year
OnePlus 7 Pro (6GB+128GB)	₹2949	1 Year
OnePlus 7 Pro (8GB+256GB)	₹2999	1 Year
OnePlus 7 Pro (12GB+256GB)	₹3079	1 Year
OnePlus 7 (6GB+128GB)	₹2839	2 Year
OnePlus 7 (8GB+256GB)	₹3209	2 Year
OnePlus 7 Pro (6GB+128GB)	₹4049	2 Year
OnePlus 7 Pro (8GB+256GB)	₹4269	2 Year
OnePlus 7 Pro (12GB+256GB)	₹4649	2 Year

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 7/OnePlus 7 Pro.

Claim Process

In the event of damage to the Covered Device, you are required to inform us within 48 hours of the damage via the OnePlus Care App or Servify Web, or call us on 1 800 123 333 888 between Monday to Sunday, 9am to 9pm 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 Device & Servify will have it picked up for repair and deliver it back after repair for free. Alternatively, the Device can be submitted to the authorized service centers listed on the App/Web as per the scheduled appointment. You will have to pay an administration fee of Rs.750/- for processing the claim for your OnePlus 7, while the administration fee for OnePlus 7 Pro will be Rs.1,000/-. The repair costs will be borne by Servify as per the terms and conditions of the Plan.

Coverage & Term

OnePlus Protect offers 1 year or 2 years of coverage (as per the plan purchased) from the date of purchase of the Covered Device. A maximum of 1 claim is allowed under the 1 year plan and a maximum of 2 claims is allowed under the 2 years plan, as detailed in the terms and conditions. The Plan can be purchased only within 30 calendar days of the purchase of your OnePlus Device. The Device is covered for any kind of accidental and liquid damage, which is not covered in the manufacturer's warranty.

Covered Device

Your OnePlus 7/OnePlus 7 Pro for which you have bought this Plan is called the Covered Device. 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 wilful 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.