



## OnePlus Screen Damage Protection by Servify (Screen Damage Protection Plan for OnePlus 7/OnePlus 7 Pro)

OnePlus Screen Damage Protection by Servify (called as “Plan”) offers Screen protection for OnePlus7/OnePlus 7 Pro (“Covered Device”) that will help keep your Device protected from accidental physical screen damages like cracked, shattered and broken screen. This Plan is offered and sold by Service Lee Technologies Pvt. Ltd. This is the only Plan authorized and sold by OnePlus in India.

### Plan Fee

Model Type	Plan Price	Term
OnePlus 7 (6GB+128GB)	₹999	1 Year
OnePlus 7 (8GB+256GB)	₹999	1 Year
OnePlus 7 Pro (6GB+128GB)	₹2049	1 Year
OnePlus 7 Pro (8GB+256GB)	₹2049	1 Year
OnePlus 7 Pro (12GB+256GB)	₹2049	1 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 OnePlus7/OnePlus 7 Pro Device.

### 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 Screen Damage Protection offers 1 year of coverage from the date of purchase of the Covered Device. A maximum of 1 screen replacement is allowed under this 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 only one screen damage instance, which is not covered in the manufacturer's warranty.

### **Covered Device**

Your OnePlus7/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.