

OnePlus Protect Plus by Servify (Accidental Damage Handling and Extended Warranty Service Contract for OnePlus 7 Pro)

OnePlus Protection Plus Service Contract by Servify (hereafter “Service Contract”) offers Device protection and extended warranty for OnePlus 7 Pro (“Covered Device”) that will help keep your Device protected from liquid and physical damage along 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. This is the only Service Contract authorized for sale by OnePlus in United States of America.

Service Contract Fee (excl. Taxes)

Model Name	Service Contract Price	Coverage Term
OnePlus 7 Pro (8GB+128GB)	USD 179	2 Year
OnePlus 7 Pro (8GB+256GB)	USD 189	2 Year
OnePlus 7 Pro (12GB+256GB)	USD 199	2 Year

Registration

For registration, you are required to download the OnePlus Care mobile application (“OnePlus Care App”) and register your Device. The registration process must be completed within thirty (30) calendar days of purchasing the OnePlus 7 Pro Device.

Service/Claim Process

In an event of damage to the Covered Device, you are required to inform us via the call centre 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 \$49 for a screen damage repair or \$99 for damages other than screen or replacement of the Device, under the Service Contract. There is no deductible to be paid for repairs under the extended warranty claim. 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 Protection Plus Plan offers 2 years of device protection coverage from the date of procurement of the Service Contract and 1 year of extended warranty service. A maximum of 2 damage claims is allowed under the Service Contract. The Service Contract can be procured only within 30 calendar days of the purchase of your OnePlus 7 Pro Device. The Device is covered for any kind of accidental and liquid damage. Extended Warranty 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.

Covered Device

Your OnePlus 7 Pro 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 wilful neglect, loss due to 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.