

OnePlus Screen Protect (Accidental Damage Handling for Screen) Service Contract for OnePlus 7 Pro

OnePlus Protection Service Contract by Servify (hereafter “Service Contract”) offers **Screen** protection for OnePlus 7 Pro (“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 Contract Fee (incl. Taxes)

Model Name	Service Contract Price	Coverage Term
OnePlus 7 Pro (6GB+128GB)	USD 39	6 Months
OnePlus 7 Pro (6GB+128GB)	USD 70	1 Year
OnePlus 7 Pro (8GB+256GB)	USD 39	6 Months
OnePlus 7 Pro (8GB+256GB)	USD 70	1 Year
OnePlus 7 Pro (12GB+256GB)	USD 39	6 Months
OnePlus 7 Pro (12GB+256GB)	USD 70	1 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 screen, 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 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 Protection Plan offers 6 Months or 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 OnePlus 7 Pro 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 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, 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.