

## OnePlus Extended Warranty by Servify (Extended Warranty Service Contract for OnePlus 7 Pro)

OnePlus Extended Warranty by Servify offers extended warranty for your OnePlus 7 Pro (“Covered Device”) and helps you 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. and is the only Service Contract authorized for sale by OnePlus in United States of America.

### Service Fee Structure (incl. Taxes)

Model Name	Service Contract Price	Coverage Term
OnePlus 7 Pro (6GB+128GB)	USD 43	1 Year
OnePlus 7 Pro (8GB+256GB)	USD 46	1 Year
OnePlus 7 Pro (12GB+256GB)	USD 49	1 Year

### Registration

For registration, you are required to download the OnePlus Care mobile application (“OnePlus Care App”) and register your Device. The Service Contract procurement and registration of the same must be completed within 365 days of purchasing the OnePlus 7 Pro Device, and the Device must be covered under the manufacturer’s warranty terms & period.

### Service/Claim Process

In an event where you require repairs to the Covered Device under the Service Contract while it is active, you are required to inform us via the call centre or the OnePlus Care App or Web (<https://oneplus.servify.tech/>) or send an email to us at [us\\_support@servify.tech](mailto:us_support@servify.tech) to start the service process. All service related documentation, if required, 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. Once the service is complete, 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

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. The Service Contract can be procured only within 365 days of purchase of your Covered Device.

### 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, or any damage that occurs due to an accidental or liquid damage is not covered under this Service Contract. For the complete list, please refer the detailed 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.