

Accidental Damage Protection Plan Service Contract for OnePlus 7T

OnePlus Accidental Damage Protection Plan Service Contract by Servify (hereafter “Service Contract”) offers Device accidental damage protection for OnePlus 7T (“Covered Device”) that will help keep your Device protected from liquid and physical damage. 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.

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 7T 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 \$29 for a screen damage repair or \$99 for damages other than screen or replacement of the Device, 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 Accidental Damage Protection Plan offers 1 Year of coverage from the date of procurement of the Service Contract. A maximum of 1 claim is allowed under the 1 Year Service Contract. The Service Contract can be procured only within 30 calendar days of the purchase of your OnePlus 7T Device. The Device is covered for any kind of accidental and liquid damage, which is not covered under the manufacturer’s warranty.

Covered Device

Your OnePlus 7T 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 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.