



International Warranty Service (IWS)

1. What is IWS?

This is a warranty service for high-end devices. A customer who has this device will have access to repair service and software upgrade at OPPO authorized service centers in markets where the device is being sold through an official channel.

If there are other provisions in the local law on the rights of consumers, the local legal provisions shall prevail.

2. What are the specific regulations for IWS?

2.1 IWS-eligible Models: Reno 10x Zoom (CPH1919).

2.2 IWS only supports services of repair and software upgrade, but not that of return and change. Other services provided shall be subject to local conditions.

2.3 The warranty policies of IWS are subject to that of device's attribution, while the charge of fee subject to that of device's attribution. There is no charge for materials still in the warranty period.

2.4 The OPPO service center to repair the device will provide the IWS for customers in accordance with the local laws and actual situation of local materials when the normal function of devices is guaranteed in the market of maintenance.

***Customers are aware of and acknowledge the differences in the service process and results:**

Appearance: color and silk screen

Feature: adapter, SIM card holder and mainboard

2.5 Customers shall authorize the information acquisition and sign the delivery order, otherwise OPPO official service centers have the right to decline the service requirement.

2.6 Customers are encouraged to purchase OPPO products through official channels. For devices purchased through unofficial channels, service centers have the right to decline the service requirement.

3. What is not covered?



3.1 Devices not IWS-eligible.

3.2 Devices not sold through official channels.

3.3 The markets that are not covered.

Note: These are the markets that support IWS.

India, Myanmar, Pakistan, Sri Lanka, Bangladesh, Nepal, Indonesia, Vietnam, Cambodia, Philippines, Malaysia, Thailand, Egypt, Morocco, Kenya, Nigeria, Tunisia, Saudi Arabia, the United Arab Emirates, Taiwan, Singapore, Australia, New Zealand, Japan, Russia, Kazakhstan, France, Italy, Spain, Poland, Netherlands, the United Kingdom, Turkey.

Reno 10x Zoom devices in the above markets can also enjoy IWS in China mainland.

4. FAQ

4.1 Q: Do I need to purchase the IWS separately?

A: After purchasing the device with IWS, you are entitled to the service without having to purchase it separately. Also, the service is not sold separately. When the IWS is provided, you may be advised to pay the fees for maintenance in compliance with local policies to the service center.

4.2 Q: What information do I need to provide for IWS?

A: To provide you with pleasing and convenient service and protect your related rights and interests, authorization of information acquisition and delivery order with signature are required, and purchase certificate, information on the place and time of purchase may also be required if necessary.

4.3 Q: Do other services I have purchased such as Screen Broken Warranty support the IWS?

A: As the warranty service will be involved with the insurance process, it can only be used at the place of purchase, and is not included in the IWS. For more information, please refer to the regulations of the warranty service.

5. Supplementary Explanation

5.1 Other devices are subject to local warranty policies of OPPO.



5.2 Reno 10x Zoom sold in China Mainland can enjoy the IWS in other officially sold markets for some materials including: cameras, battery, battery cover, adapter, USB cable and headphones. The specific situation is subject to the interpretation of the OPPO Service Center which provides the repair to the device.

5.3 As a costumer, the use of the devices shall be non-commercial. To the extent permitted by local laws, OPPO shall be liable for the direct losses from customers by IWS. OPPO shall not be liable to you for any loss of profits, revenue, or time arising out of your use of or inability to use the device.

5.4 OPPO reserves the right to keep updating the document. Please visit your local OPPO website to get to know the latest IWS information.

5.5 Please contact OPPO service hotlines or consult the local OPPO service center for more details.