



International Warranty Service (IWS)

1. What is IWS?

For high-end designated devices, all customers have access to services of repair and upgrade at OPPO authorized service centers in the country/region where these devices are sold through official channels.

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), Find X(normal versions).

2.2 IWS only supports services of repair and 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 repair regions'. There is no charge for materials for in-warranty case.

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 region of maintenance.

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 countries or regions that are not covered

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: The warranty service is not included in the IWS and subject to its own conditions. 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 Customers acknowledge and agree that the process and results of IWS will result in possible differences in the appearance and function of devices (or repair materials), besides, required by local law, the product safety qualification standards/markings of the devices (or repair materials) OPPO uses during IWS may only apply to the location where IWS provided, thereby discriminating from the legal requirements of the purchase place.



- 5.3 Mainland China version Reno 10x Zoom can enjoy the warranty service in other officially sold country/region for some materials including: cameras, battery, battery cover, adapter, USB cable and headphones. Mainland China version Find X can enjoy the warranty service in other officially sold country/region except for the motherboard. The specific situation is subject to the interpretation of the OPPO Service Center which provides the repair to the device.
- 5.4 For the customized version, due to the copyright restrictions on the materials, IWS is only available in the country/region where the version is released.
- 5.5 The transfer of the device after IWS is customer's personal behavior, and customers are responsible for the transfer risk and related legal liabilities caused by the aforementioned differences.
- 5.6 As a customer, 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.
- 5.7 OPPO reserves the right to keep updating the document. Please visit your local OPPO website to get to know the latest IWS information.
- 5.8 Please contact OPPO service hotlines or consult the local OPPO service center for more details.