

Oppo (serviced by Three G Mobile)

 Freeport 7, Zone 107, Mer Rouge, Port Louis

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General Information

Three 3 Mobile Mauritius Ltd obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.

Warranty repairs must be carried out by an Oppo Authorised Service Centre. Warranty cover will be void, even if a repair has been attempted by an unauthorised repair centre. Three G Mobile Ltd shall not be liable for reimbursements, claims and damages that may result from the unauthorised repair of the product.

Repair or replacement under the terms of warranty does not provide right to extension or renewal of the warranty period. Repair or direct replacement of the product under the terms of this warranty may be fulfilled with functionally equivalent service exchange units.

The warranty is not applicable to cases other than defects in material, design and workmanship.

Warranty Terms and Conditions

1. All Oppo Phones will be eligible to TWELVE (12) Months Warranty and is confined to the first purchaser.
2. Repair or replacement will be carried out through the Company's Service Centres.
3. In the event of repairs/ replacement of any parts of the unit, this warranty will thereafter continue and remain in force for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under warranty or otherwise shall not be excluded from the warranty period.
4. Three G Mobile Ltd, reserves the right to retain any part's or components replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.
5. Warranty for the unexpired period shall continue after the product is inspected by the concerned service centre and the product is found free from transit damage.
6. Six (6) months warranty on all inbox accessories
7. The warranty does not cover accessories external to the system
8. The company's obligation under this warranty shall be limited to repairing or providing replacement of parts which are found to be defective.

9. Repairs during warranty period shall be carried on “Carry In” basis. Wherein for service, the purchaser shall bring the product to the Service Centre with whom the set is registered for warranty service. The warranty does not cover cost of transportation of system from place of installation to the Service Centre.
10. Any parts of the system replaced by the company at its discretion shall be with a functionally operative part.

The warranty does not cover the following:

Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear. Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with Oppo’s instructions on usage and maintenance. Defects resulting from usage of the product in conjunction with accessories that are not approved by Oppo for use. Failure of the product arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the product user manual.

Accidents, Acts of God, lightning, water, liquid ingress, fire, dents, cracks, crack public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of Oppo. Unauthorised modifications carried out to the product to comply with local or international technical standards in countries for which this Oppo product was not originally designed.

Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of core outlined in the product user manual. The serial no. on the product has been altered, deleted, removed or made illegible.

The batteries are charged by chargers other than those approved by Oppo.

Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.

This warranty is not transferable. This warranty will be the purchasers’ sole and exclusive remedy and neither Oppo nor its service centres listed in this warranty document shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.

Disclaimer: Oppo and Three G Mobile Mauritius Ltd shall not be liable for the loss of any saved/ stored data in products that are either repaired or replaced.

The warranty is not applicable in any of the following cases:

1. The purchaser is unable to present the product’s original proof of purchase.

2. The original proof of purchase is not presented to authorised personnel at the time of repair.
3. The product is not purchased from an Authorised Oppo dealer.
4. The product is not used according to instructions given in the instructions manual.
5. Defects caused by improper use as determined by the company personnel
6. Modification or alteration of any nature is made in the electrical circuitry / or physical construction of the set.
7. Installation/repair work is carried out by persons/ agency other than authorized by the company.
8. Site (premises where the product is kept) conditions that do not confirm to the recommended operating conditions of the machine.
9. The original serial number is removed, obliterated or altered from the machine or cabinet.
10. Defects due to cause beyond control like lightning, water, liquid ingress, fire, dents, crack public disturbances, abnormal voltage, acts of God or while in transit.