

Accidental Damage Protection Plan

Accidental Damage Protection Plan (called as “Plan”) offers Device protection for OnePlus series/Nord Device (“Device”) that will help keep your Device protected from liquid and physical damages. This is the only protection Plan authorized and sold by OnePlus in India.

Claim Process

In the event of damage to the Registered Device, you are required to inform us within 72 hours of the damage via the OnePlus Care App or protection_in@oneplus.com, or call us on 1800 102 8411 between Monday to Sunday, 9am to 9pm to start the claim process. All claim related documentation requirements must be completed within seven (7) calendar days of raising the claim. Once the claim is approved in principle, you can schedule a pickup of your Registered Device & Servify will have it picked up for repair and deliver it back after repair for free. Alternatively, the Device can be submitted to the authorized service centres listed on the App/Web as per the scheduled appointment. The repair costs will be covered as per the terms and conditions of the Plan.

Coverage & Term

Accidental Damage Protection Plan offers 1 year or 2 years of coverage (as per the plan purchased) from the date of purchase of the Registered Device. A maximum of 1 claim is allowed under the 1 year plan and a maximum of 2 claims is allowed under the 2 years plan, as detailed in the terms and conditions. The Plan can be purchased only within 30 calendar days of the purchase of your OnePlus Device. The Device is covered for any kind of accidental and liquid damage, which is not covered in the manufacturer’s warranty.

Registered Device

Your OnePlus 8 series/Nord device for which you have bought this Plan is called the Registered Device. The accessories are not covered under this Plan.

Exclusions/Cause of Loss Not Covered

Any damage that occurs within 7 days of activating the Plan, theft or loss, damage due to wilful neglect, poor maintenance or any loss recoverable under the manufacturer’s warranty is not covered under this Plan. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan fee is refunded.

Back Cover Protection Plan

OnePlus Back Cover Damage Protection Plan (called as “Plan”) offers Back Cover protection for OnePlus 8 series Device (“Device”) that will help keep your Device protected from accidental physical Back Cover Glass damages like cracked, shattered and broken. This is the only Plan authorized and sold by OnePlus in India.

Service Request Process

In the event of damage to the Registered Device, you are required to inform us within 72 hours of the damage via the OnePlus Care App or protection_in@oneplus.com, or call us on 1800 102 8411 between Monday to Sunday, 9am to 9pm to start the service request process. All repair request related documentation requirements must be completed within seven (7) calendar days of raising the service request. Once the service request is approved in principle, you can schedule a pickup of your Registered Device & Servify will have it picked up for repair and deliver it back after repair for free. Alternatively, the Device can be submitted to the authorized service centres listed on the App/Web as per the scheduled appointment. The repair costs will be covered as per the terms and conditions of the Plan.

Plan Term and Scope of Service

OnePlus Back Cover Damage Protection offers or 1 year of coverage (as per the plan purchased) from the date of purchase of the Registered Device. A maximum of 1 Back Cover replacement is allowed under this plan as detailed in the terms and conditions. The Plan can be purchased only within 30 calendar days of the purchase of your OnePlus Device. The Device is covered for only one Back Cover damage instance, which is not covered in the manufacturer’s warranty.

Registered Device

Your OnePlus 8 / 8 Pro for which you have bought this Plan is called the Registered Device. The accessories are not covered under this Plan.

Exclusions/Cause of Loss Not Covered

Any damage that occurs within 7 days of activating the Plan, theft or loss, damage due to wilful neglect, poor maintenance or any loss recoverable under the manufacturer’s warranty is not covered under this Plan. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan fee is refunded.

OnePlus Care

OnePlus Care (called as “Plan”) offers Device protection and extended warranty for OnePlus 8 series/Nord Device (“Device”) that will help keep your Device protected from liquid and physical damages along with the extension of manufacturer’s warranty by an additional period of 1 year. This is the only protection Plan authorized and sold by OnePlus in India.

Claim Process

In the event of damage to the Registered Device, you are required to inform us within 72 hours of the damage via the OnePlus Care App or protection_in@oneplus.com, or call us on 1800 102 8411 between Monday to Sunday, 9am to 9pm to start the claim process. All claim related documentation requirements must be completed within seven (7) calendar days of raising the claim. Once the claim is approved in principle, you can schedule a pickup of your Registered Device & Servify will have it picked up for repair and deliver it back after repair for free. Alternatively, the Device can be submitted to the authorized service centres listed on the App/Web as per the scheduled appointment. The repair costs will be covered as per the terms and conditions of the Plan.

Coverage & Term

OnePlus Care offers 2 years of device protection coverage from the date of purchase of the registered device and 1 year of extended warranty. A maximum of 2 damage claims is allowed under the plan, as detailed in the terms and conditions. The Plan can be purchased only within 30 calendar days of the purchase of your OnePlus Device. The Device is covered for any kind of accidental and liquid damage, which is not covered in the manufacturer’s warranty. Extended Warranty coverage begins from the next day after the expiry of Manufacturer’s Warranty and ends on completion of 1 Year from the Plan start date.

Registered Device

Your OnePlus 8 series/Nord device for which you have bought this Plan is called the Registered Device. The accessories are not covered under this Plan.

Exclusions/Cause of Loss Not Covered

Any damage that occurs within 7 days of activating the Plan, theft or loss, damage due to wilful neglect, poor maintenance, or any defect that is not covered as a part of the manufacturer’s original warranty is not covered under this Plan. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan Fee is refunded.

Extended Warranty Plan

OnePlus Extended Warranty Plan (“Plan”) offers extended warranty for your OnePlus 8 series/Nord Device (“Device”) and helps you with extension of manufacturer’s warranty by an additional period of 1 year. This is the only Plan authorized and sold by OnePlus in India.

Claim Process

In the event where you require repairs to the Registered Device, you are required to inform us within 72 hours via the OnePlus Care App or protection_in@oneplus.com, or call us on 1800 102 8411 between Monday to Sunday, 9am to 9pm to start the claim process. All claim related documentation, if required, must be completed within seven (7) calendar days of raising the claim. Servify will have your Device picked up for repair and will deliver it back after repair, if the opted service is pickup and drop. Alternatively, the Device can be submitted to the authorized service centres listed on the App/Web as per the scheduled appointment.

Coverage & Term

Coverage begins from the next day after the expiry of the Manufacturer’s Warranty and ends on completion of the Term (1 Year) from the Plan start date. The Plan can be purchased and activated only within 365 days of purchase of your Registered Device.

Registered Device

Your OnePlus 8 series/Nord for which you have bought this Plan is called the Registered Device. The accessories are not covered under this Plan.

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 Plan. Any defect not covered under the original manufacturer’s warranty is not covered. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan Fee is refunded.

Screen Protection Plan

OnePlus Screen Protection Plan (called as “Plan”) offers screen protection for OnePlus 8 series/Nord Device (“Device”) and back cover protection for OnePlus Nord Device that will help keep your Device protected from accidental physical damages like cracked, shattered

and broken to the screen (and back cover of OnePlus Nord if broken along with the screen). This is the only Plan authorized and sold by OnePlus in India.

Claim Process

In the event of damage to the Registered Device, you are required to inform us within 72 hours of the damage via the OnePlus Care App or protection_in@oneplus.com, or call us on 1800 102 8411 between Monday to Sunday, 9am to 9pm to start the claim process. All claim related documentation requirements must be completed within seven (7) calendar days of raising the claim. Once the claim is approved in principle, you can schedule a pickup of your Registered Device & Servify will have it picked up for repair and deliver it back after repair for free. Alternatively, the Device can be submitted to the authorized service centres listed on the App/Web as per the scheduled appointment. The repair costs will be covered as per the terms and conditions of the Plan.

Coverage & Term

OnePlus Screen Protection offers 1 year of coverage from the date of purchase of the Registered Device. A maximum of 1 screen (and back cover for OnePlus Nord if broken along with the screen) replacement is allowed under this plan as detailed in the terms and conditions. The Plan can be purchased only within 30 calendar days of the purchase of your Device.

Registered Device

Your OnePlus 8 series/Nord Device for which you have bought this Plan is called the Registered Device. The accessories are not covered under this Plan.

Exclusions/Cause of Loss Not Covered

Any damage that occurs within 7 days of activating the Plan, theft or loss, damage due to wilful neglect, poor maintenance or any loss recoverable under the manufacturer's warranty is not covered under this Plan. For the complete list, please refer to the terms and conditions.

Cancellation

Cancellation can be done within 7 days of purchasing the Plan. The entire amount of Plan Fee is refunded.