

JOB CARD FOR Customer Printing



Facebook : @OPPOCareIN
Website : <https://support.oppo.com/in/>
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Service Centre Name & Address	Green Fortune Communications Private Limited Shop No-7, Ground Floor, Osho Tower, 1st A Road, Sardarpura, Jodhpur, Rajasthan-342003 +91 8306104440		
Workorder No	INRJ048-240427017	Created On	2024-04-27
CUSTOMER DETAIL			
Customer Name	Tapan Joshi	Mobile Number	9521033665
Customer Phone		Email	
Customer Address	Jodhpur		
PRODUCT DETAIL			
Model Name	Enco X	Purchase Date	2023-10-25
IMEI/SN Number	R6670427ABW100284	Dealer	
Physical Status	Used	Warranty Status	In Warranty
CONDITION OF SET			
Handset Colour	White		
PROBLEM REPORTED			
Problem Description(As per Customer)	Audio Problem		
Remark	No sound in Right side Earbuds In Enco x		

Terms and Conditions :

- OPPO respects and is committed to protecting your personal data, including your name, address, contact information, device identification number (IMEI number), etc., shared by you with us or our authorized service providers in relation to the repair services. You acknowledge and consent that the personal data provided by your goodself can be stored, processed, used, shared and/ or transferred by the Company and can be used for sharing updates with you in relation to the services and products of the Company via calls and/ or texts. Further, you agree that your personal data may be disclosed to OPPO authorized third-party vendors/sub-contractors to help provide services to you. Additionally, in respect of your personal data/ information, you hereby agree to the privacy policy of the Company placed at [\[https://www.oppo.com/in/privacy\]](https://www.oppo.com/in/privacy).
- Before providing/depositing your phone for testing and repairing to the Service Centre Personnel, we recommend you to: Log out of your personal account, back up important personal data, and delete sensitive personal data to prevent data from being synced to your cloud account or loss of any information including personal data during repair.
- The customer shall produce the original job sheet at the time of receipt of the delivery of Products, i.e., Mobile Phone including accessories, from the Authorized OPPO Service Centre (hereinafter called as "Service Centre"). The Service Centre reserves the right to refuse the delivery in the absence of the original job sheet. However, In case of opting the digital job sheet, you hereby agree to adhere to the procedure as communicated by the Service centre personnel and captioned at the website of the Company.
- In case the customer loses the original job sheet, the customer shall submit an affidavit on Rs. 10/- non-judicial stamp paper or the stamp paper of the appropriate value (as applicable) along with ID proof for the same with the Service Centre to collect the Product (Applicable only in case of customer not consenting for Digital Jobsheet).
- The Service Centre shall not be obliged to undertake the repair of products which are physically damaged, such as waterlogged, liquid damaged, tampered or malfunction as a result of repair carried out by unauthorized personnel. In case the product is repaired through any unauthorized service Centre/Person during the warranty period, the warranty of the Product shall be declared as void immediately.
- The Service Centre provides a warranty of 90 days from the date of handing over the product to the customer after carrying out repair on the out-warranty product subjected to clause 3 above.
- The defective parts replaced while undertaking the repair of the product will not be returned/ handed over to the customer in view of E-Waste (Management) Rules, 2016.
- The charges for labour as well as spares parts replaced used for out of warranty product shall be as per the applicable price list approved and recommended by the Service Centre.
- In case the customer has not taken the delivery of the product from Service Centre within 30 (thirty) days from the date of intimation by the Service Centre, the Service Centre reserves the right to dispose of the product to recover the repair charges/ cost.
- The Service Centre will not be liable for any delay due to non-performance, failure, or non-delivery of the products due to contingencies arising from any force majeure, acts of God including but not limited to storm, earthquake, accident, strikes, lock-out industrial dispute, labour trouble, transportation embargo, imminence or the existence of any state emergency, war, warlike condition, civil commotion right, inability to obtain any material, refusal of license, approval or impositions of sanctions, any measures taken by the government which renders it impossible or impractical for the Service Centre to perform, supply, service or deliver the Product to the customer.
- The Service Centre will not be liable for any information/ data losses during the repair.**
- Accessories will be accepted at the owner's risk, and the Service Centre shall not be held responsible for the accessories not recorded in the receipt.**
- All disputes are subject to the jurisdiction of the Courts at Gurgaon (Haryana) only.
- You hereby agree to the terms & conditions mentioned herein.

I have read and understood the aforesaid note of terms & conditions as mentioned overleaf.

(Customer signature with full name)

(ASP Signature)

Date _____

Note: We will be sharing updates on the work order/repair status via text/SMS/call on the contact details shared by your goodself at the time of the handover of the Mobile Phone/Accessory to our authorized representatives.

