

2019

海外客户服务中心形象指导手册_V2.1

C 目录 CONTENTS

1



2



3



4



01





01

01





01



01

①

②

③

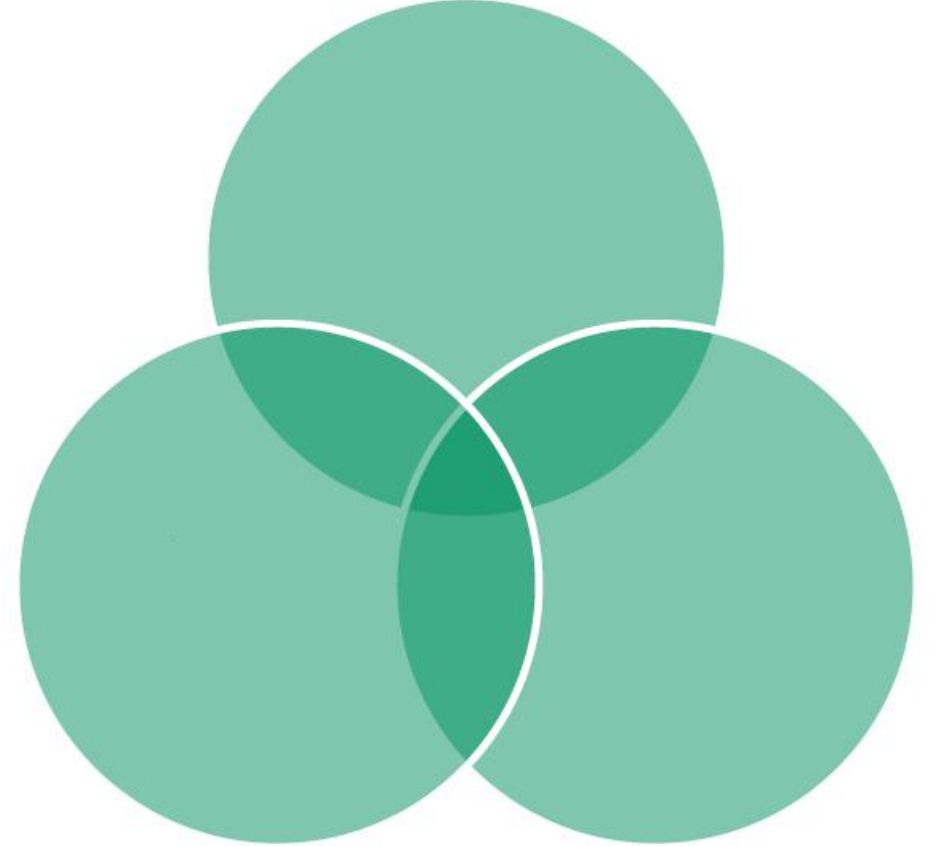
①

②

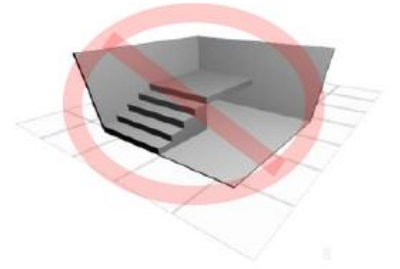
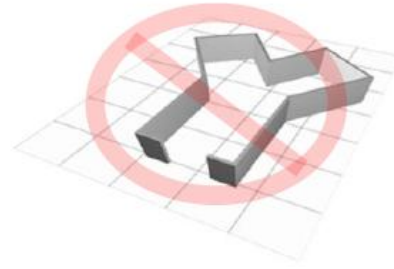
③

①

②



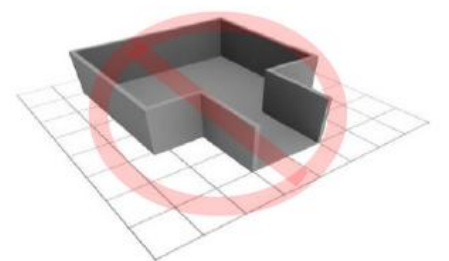
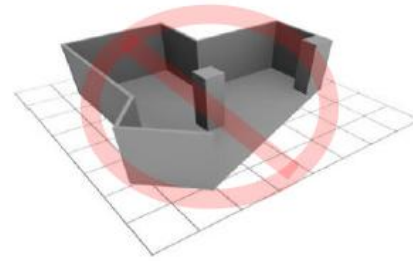
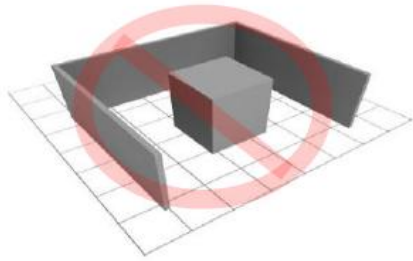
01



m^2

m^2
 $\sim m^2$

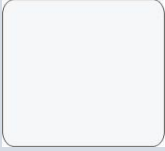



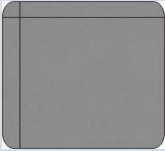
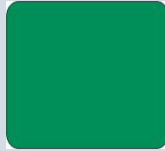

01



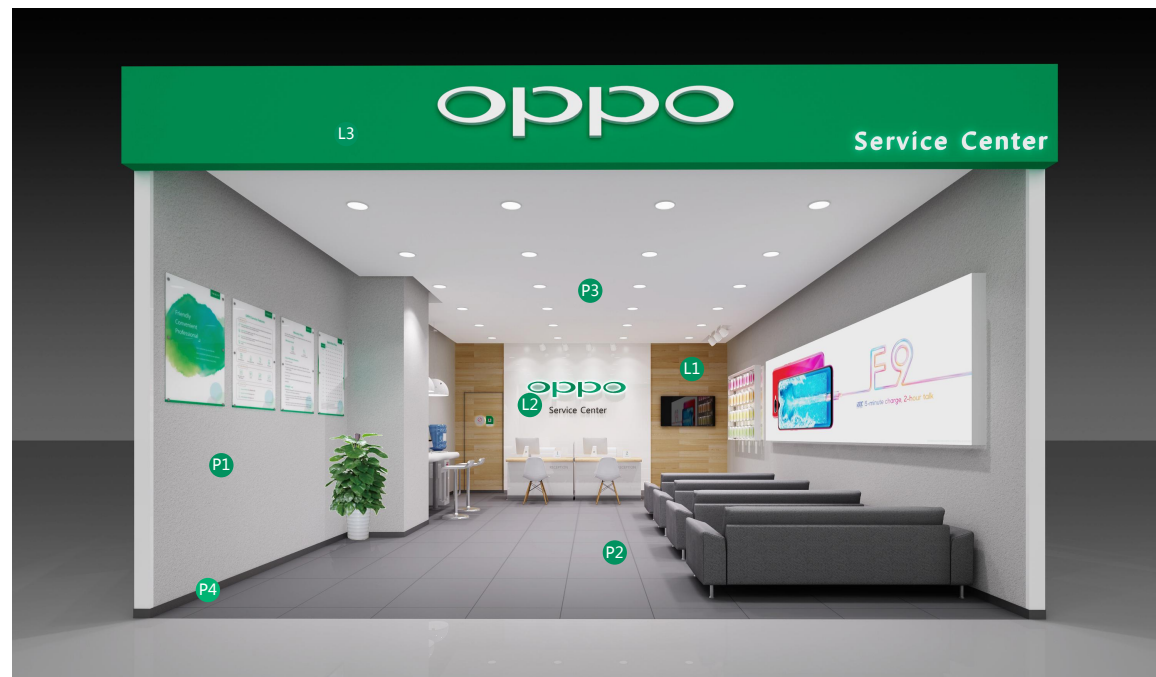
>

m²

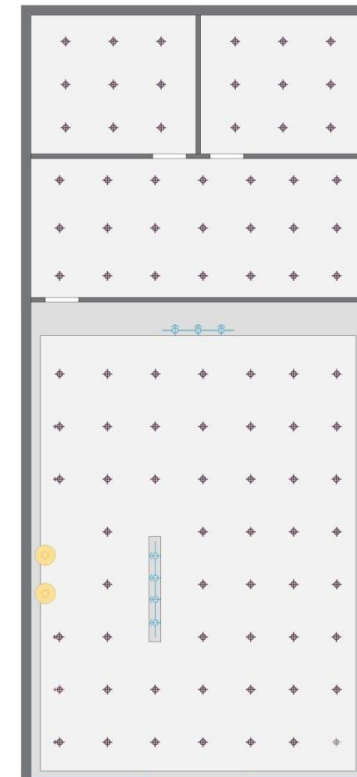
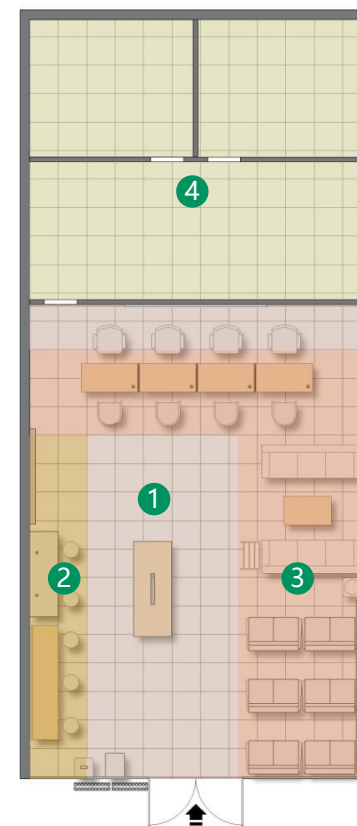
01

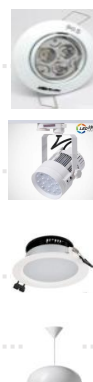
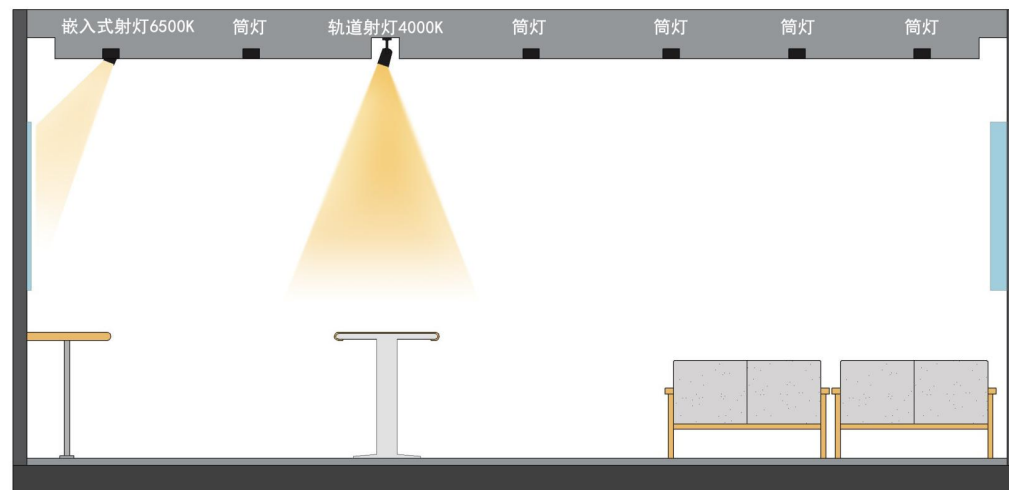
01



01



01



01

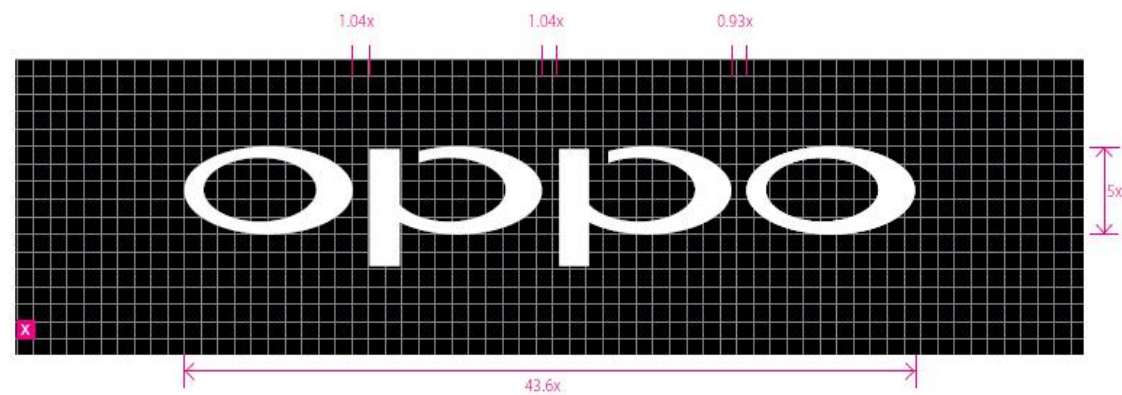
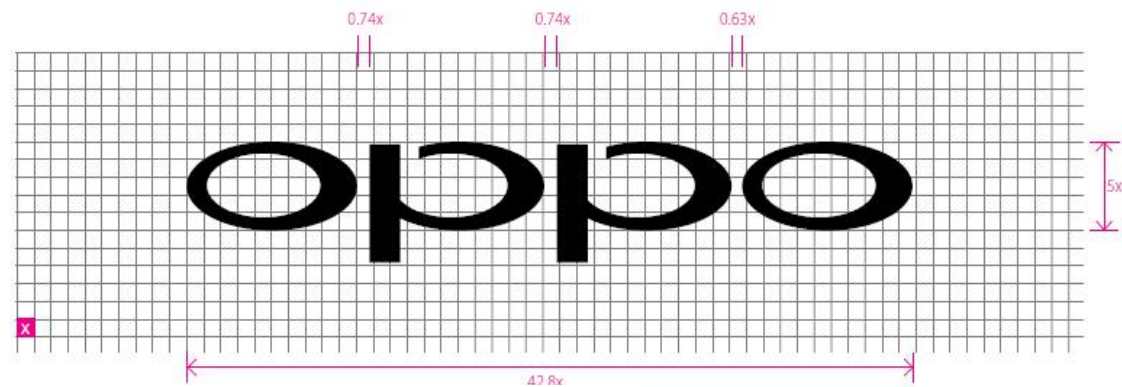


1

2

3

01



01

oppo

oppo

01

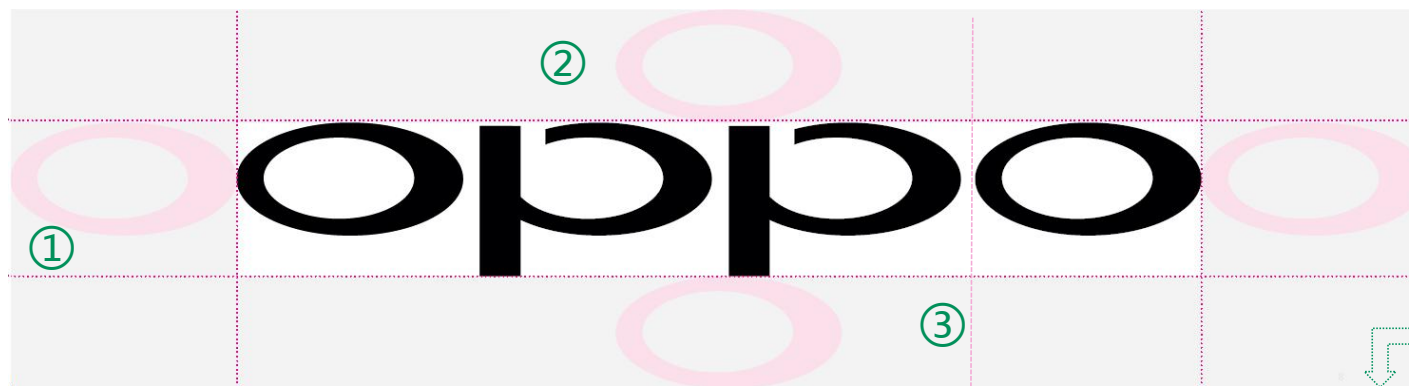
oppo

Service Center

①

②

01

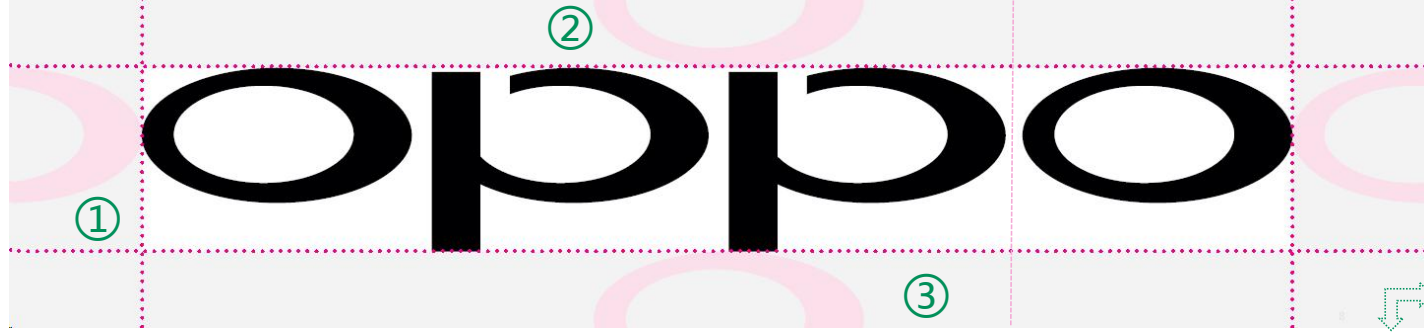


①

②

③

01



- ①
- ②
- ③

01



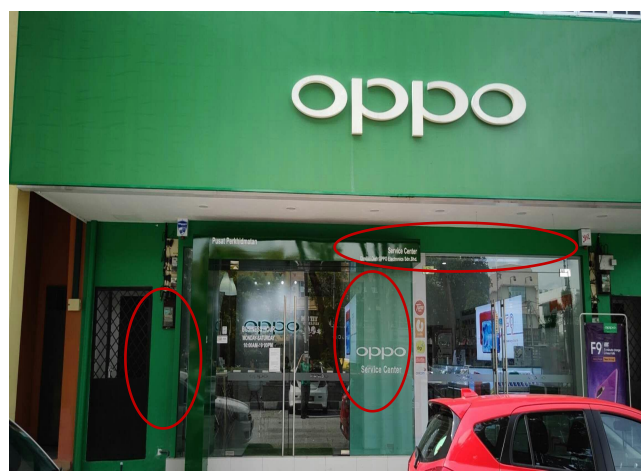
①

②

01

①

②



×



×



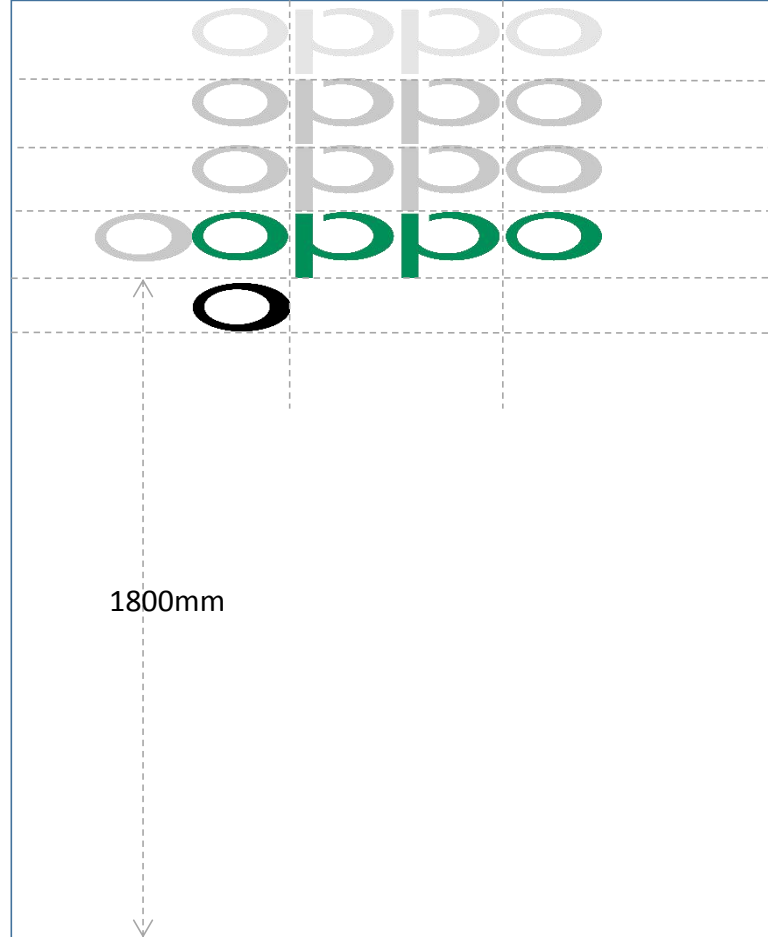
×

01

- ①
- ②
- ③



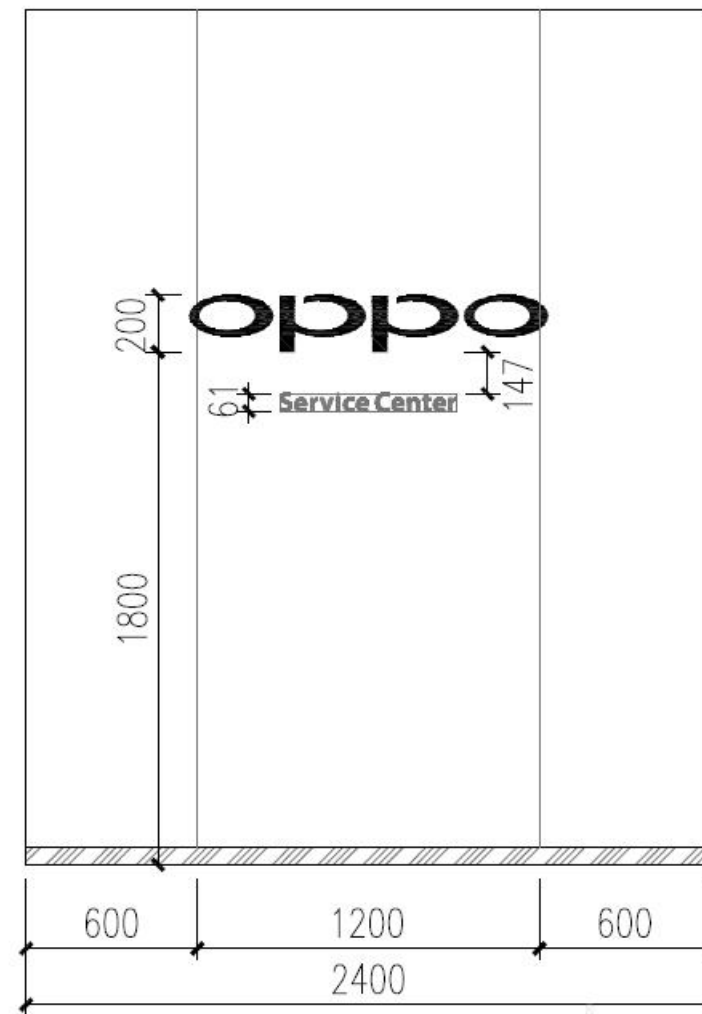
01



01

“ ”

- ①
- ②
- ③



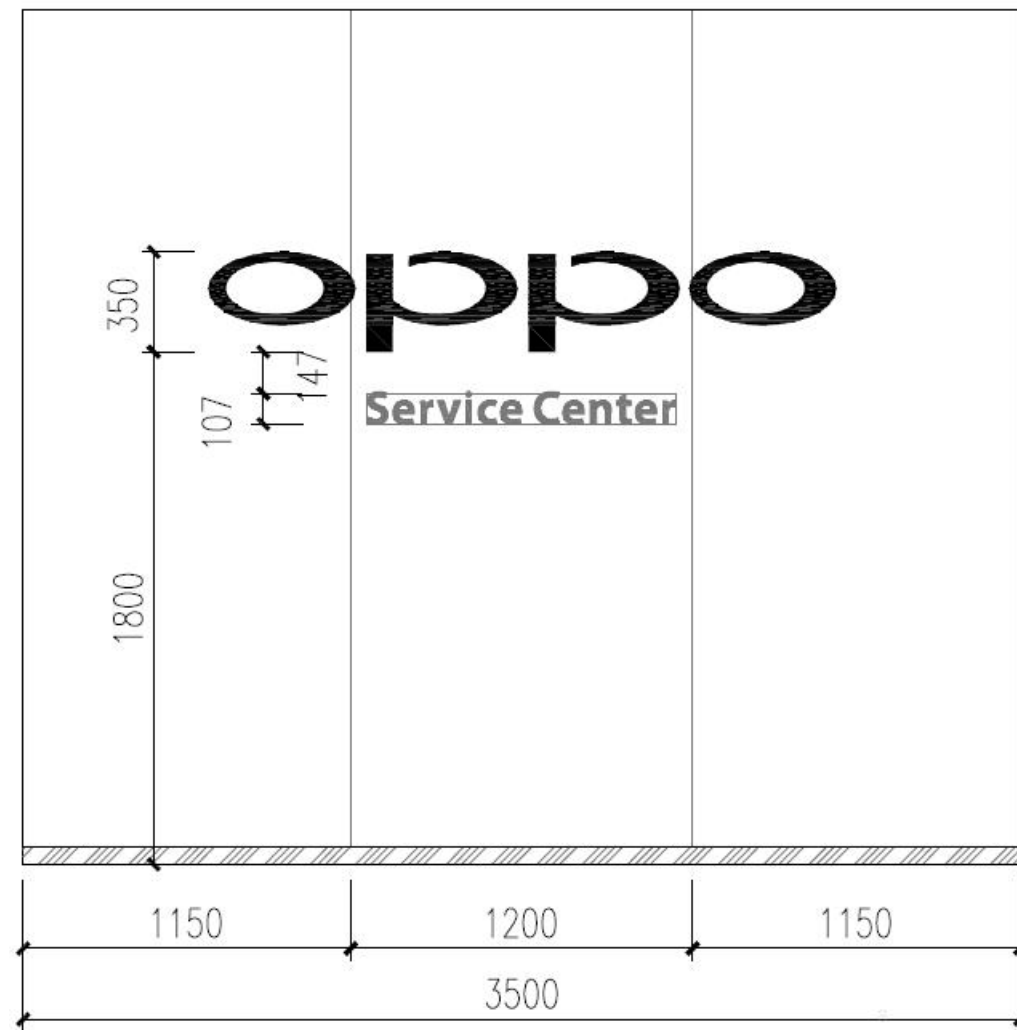
01

“ ”

①

②

③



01

①		()		
		()		
②		" "		
③		" " " "		

01

①

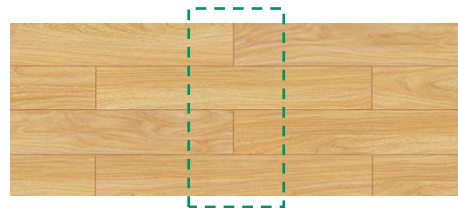
②

③

④



✓



④ 横拼/对缝安装

✓



✓



✓



✓

01

①

②

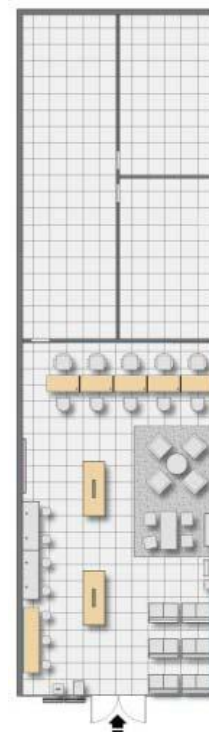
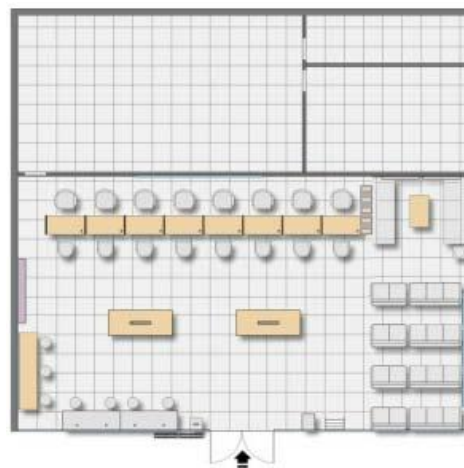
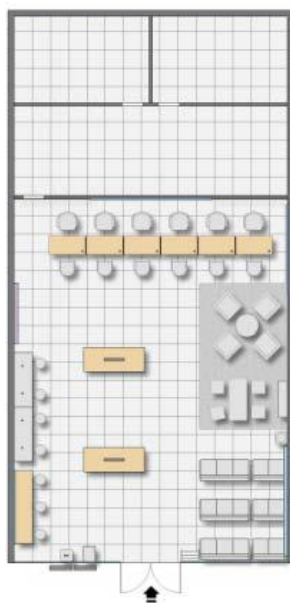
③

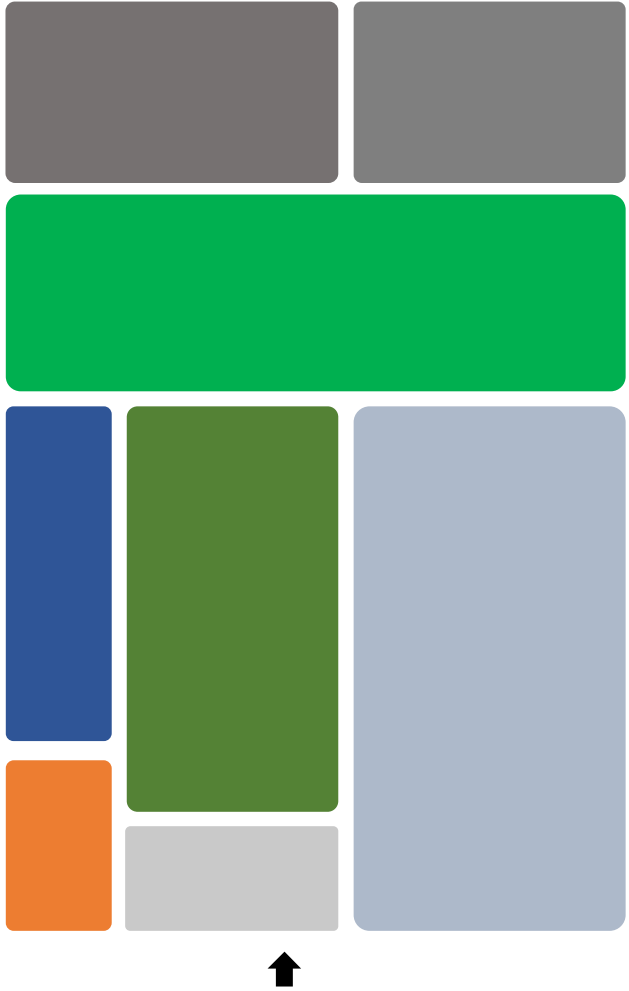
④



√













$$m^2 \quad m^2$$

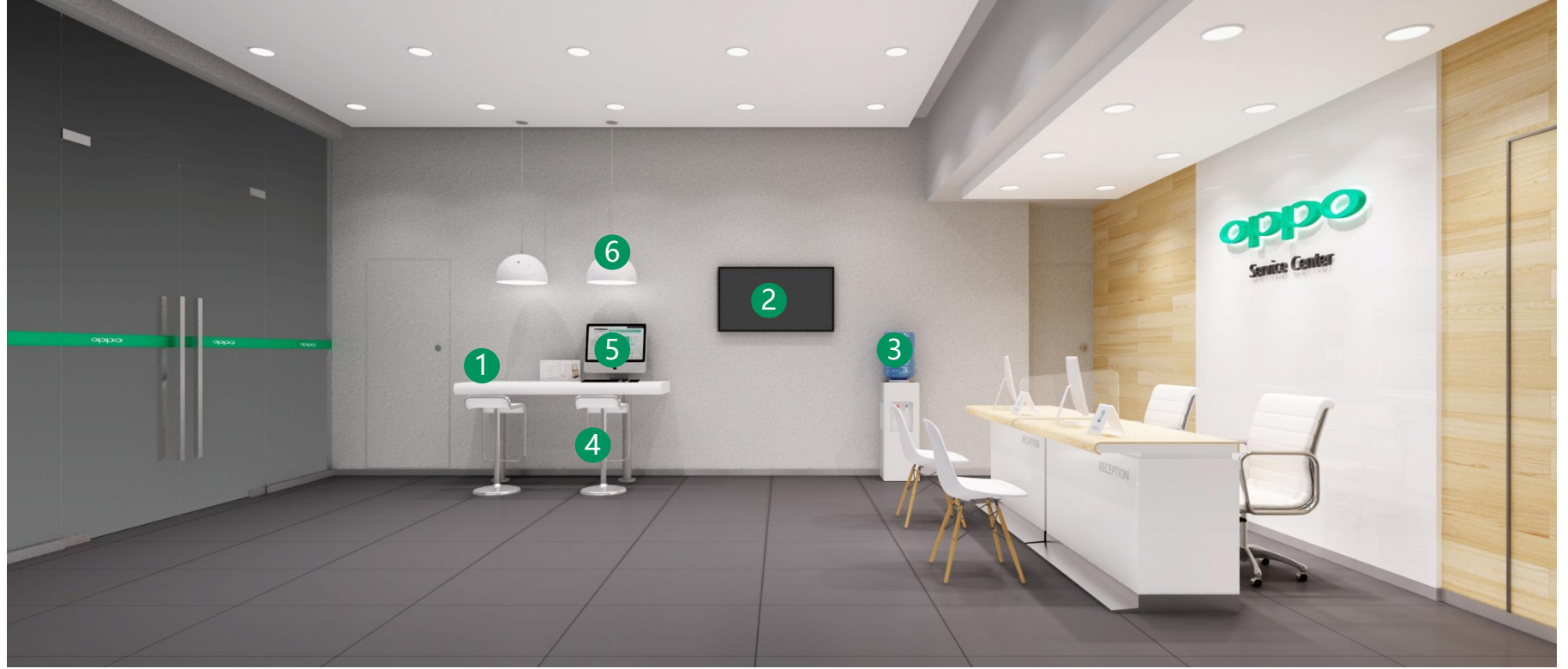
$$m^2 \quad m^2$$

$$m^2 \quad m^2$$

$$m^2$$

$$\geq m^2$$













①

②

③

III

- ①
- ②

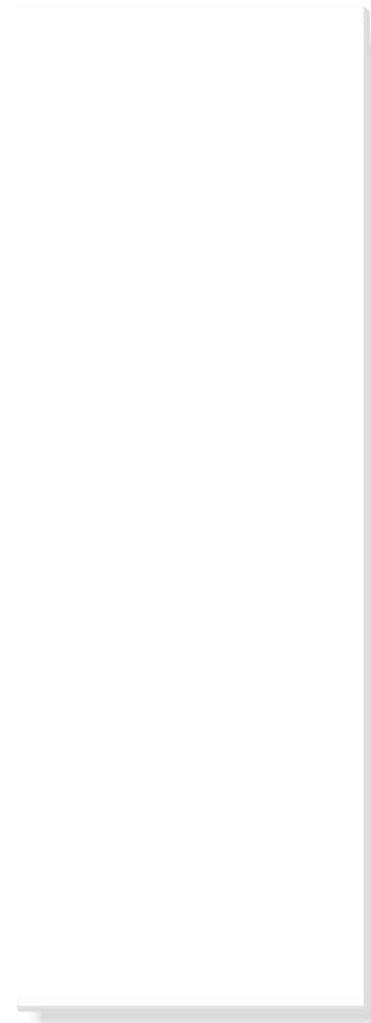




①

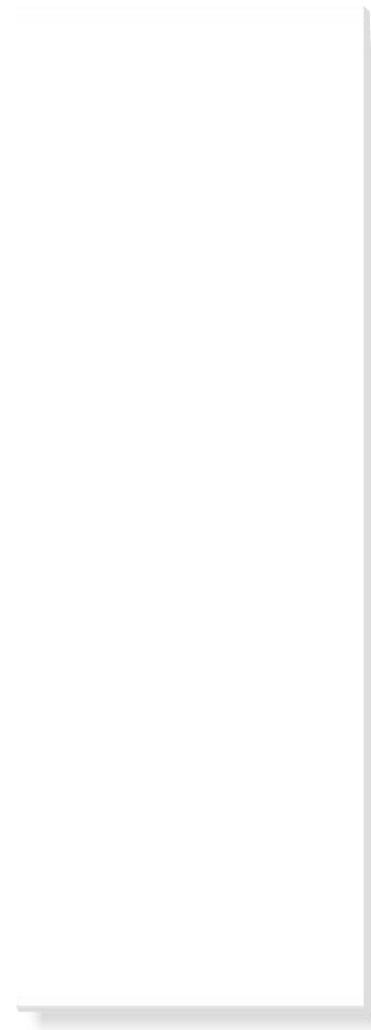
②





- ①
- ②
- ③





- ①
- ②



oppo

Friendly
Convenient
Professional

- Treat customers as our friends.
- Care customers' phones as our phones.
- Value customers' time as our time.

oppo

OPPO Service Features

Self-service

Online Appointment: You can contact us to make scheduling service appointments in advance, which is more convenient and fast.

Online Track: Get updates on your OPPO service. You can check the repair status online, which helps you follow it anytime.

Parts Price: You can check the estimated spare parts cost online, which helps you confirm whether the price is standard and true.

Data Back-up: You can back up your personal data by the computer we provide in service center.

Free Service

Free Detection

Free Update/Flash

Free Labor Cost

Free clean

Kindly Remind

Take care of your belongings

CCTV

No photo

No smoking

Contact Us

Service Hotline: 676-28998999-9000

Service E-mail: service@oppo.com

Official Website: www.oppo.com

oppo

Warranty Policy

Dear users, OPPO is willing to offer you an enjoyable warranty policy, which meets the law of the country, and even better.

1.Warranty Period

12 months warranty for device

6 months warranty for accessories

2.Out of Warranty Situations

a) Over warranty period.

b) The IMEI of the device can't be detected or revised, and fragile sticker is broken.

c) The device is disassembled, repaired, or refitted by user or other party not authorized by OPPO officially.

d) The device is damaged by force, liquor, humidity or any other accident before in transit to service center.

e) Defects due to causes beyond control like lighting, flood, fire, earthquake or any other catastrophe.

3.Kindly Remind

a) If the device is damaged by accident, please check and sign the repair agreement with OPPO service center before the maintenance.

b) Your data (such as contact, photos, messages, apps, etc.) stored in the device may be lost during our maintenance. Please check and back-up your valuable data by yourself in advance.

c) Please keep the maintenance sheet offered by OPPO service center, and offer us your valid contact number to make sure you can fetch your device repaired timely and safely.

oppo

Spare Parts Price

Product Model	Screen Assembly	Mainboard	Rear Camera	Front Camera	Battery	Battery Cover	Earphones	USB Cable	Power Adapter
Find X	1260	1260	1260	1260	1260	1260	1260	1260	1260
F9	400	400	400	400	400	400	400	400	400
F7	265	265	265	265	265	265	265	265	265
R15	265	265	265	265	265	265	265	265	265
R11s Plus	420	420	420	420	420	420	420	420	420
R11s	360	360	360	360	360	360	360	360	360
R11	1260	1260	1260	1260	1260	1260	1260	1260	1260
R9s	620	620	620	620	620	620	620	620	620
A77	620	620	620	620	620	620	620	620	620
A75	720	720	720	720	720	720	720	720	720
A73	620	620	620	620	620	620	620	620	620
A73s	685	685	685	685	685	685	685	685	685
A57	590	590	590	590	590	590	590	590	590
A37	680	680	680	680	680	680	680	680	680

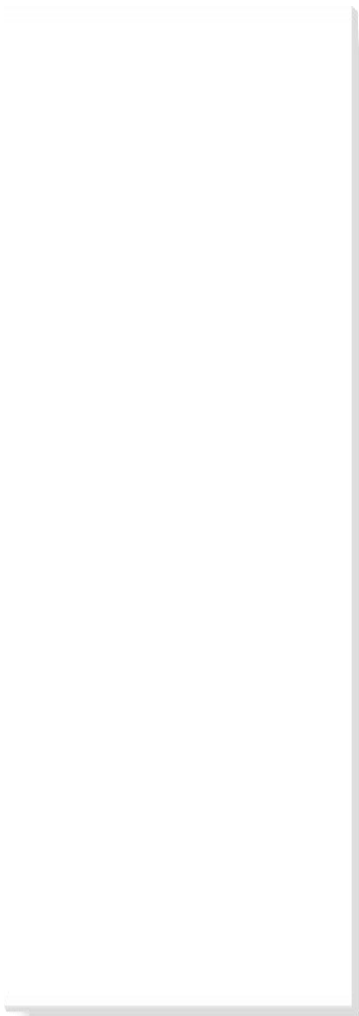
• Free service and spare parts will be offered for the device which are eligible to warranty terms.

• Only spare parts will be charged for out of warranty devices. Labor service is free of charge.

• All repaired spare parts will be collected and returned to the company for professional environmental protection treatment.

• The price shown above are the recommended prices for replacement of the spare parts. Price of other spare parts, please enquire OPPO Customer Service Center.

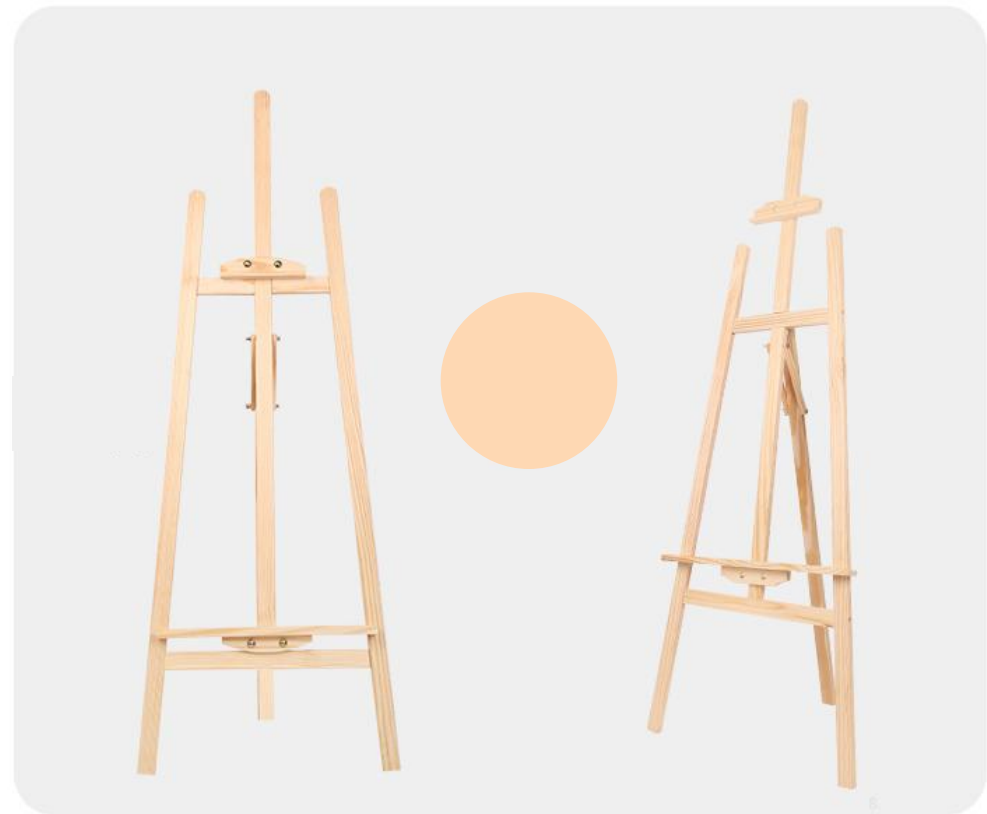
()



① ()

②

③





①

x

x

②

①

x

②


③

④


≧

oppo
Service Center

Business Time



AM: 09:00-12:00



PM: 13:00-18:00

Open: Monday-Saturday
Closed on Sunday

Notification Bar

oppo
Service Center

BUSINESS HOURS

SUNDAY - OFF

08:00-12:00

13:00-17:00



①

OPPO Service Features

Self-service

- Online Appointment:** You can contact us to make scheduling service appointments in advance, which is more convenient and fast.
- Online Track:** Get updates on your OPPO service. You can check the repair status online, which helps you follow it anytime.
- Parts Price:** You can check the estimated spare parts cost online, which helps you confirm whether the price is standard and true.
- Data Back-up:** You can back up your personal data by the computer we provide in service center.

Free Service

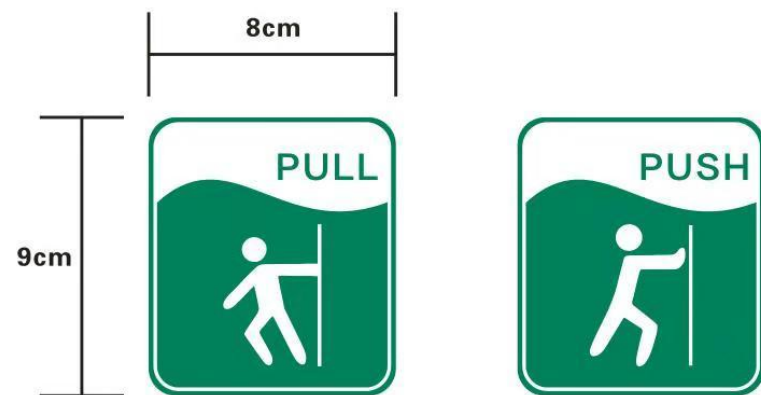
- Free Detection
- Free Update/Flash
- Free Labor Cost
- Free clean

Kindly Remind

- Take care of your belongings
- CCTV
- No photo
- No smoking

Contact Us






- Service Hotline:** 676-28998999-9000
- Service E-mail:** service@oppo.com
- Official Website:** www.oppo.com



①

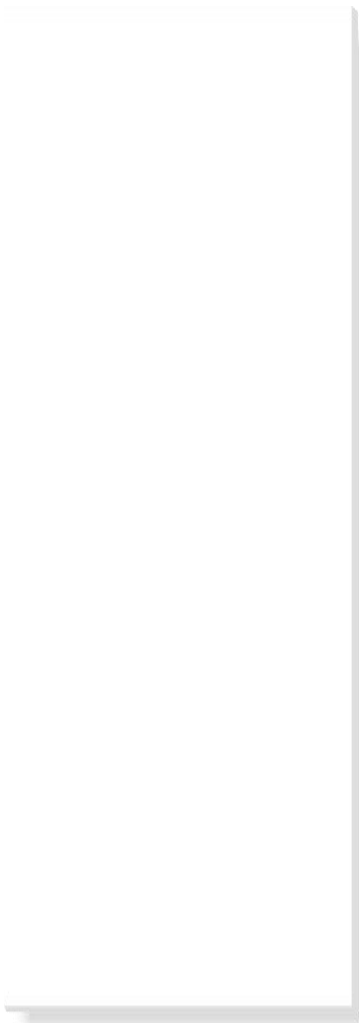




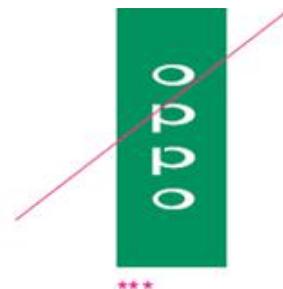
Pantone 7725 C	
C 90	
M 10	
Y 80	
K 10	
R 0	
G 146	
B 95	
80% tint	
60% tint	
40% tint	
30% tint	
25% tint	
20% tint	
15% tint	
10% tint	

①

②

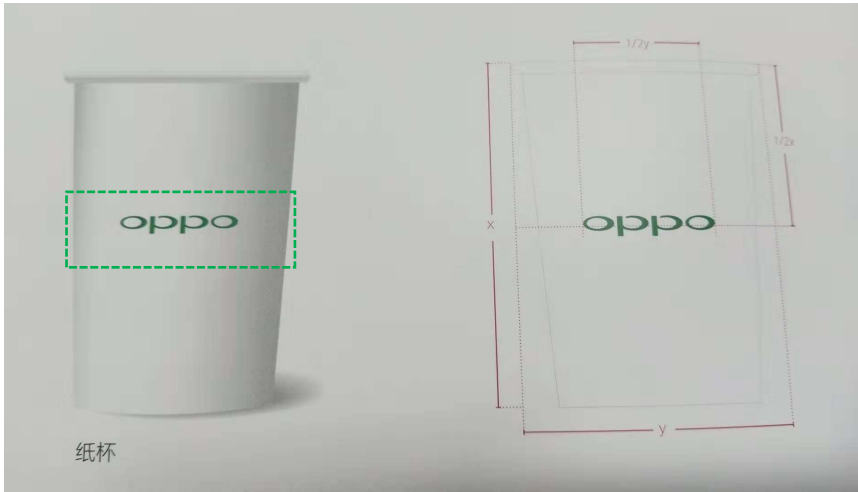


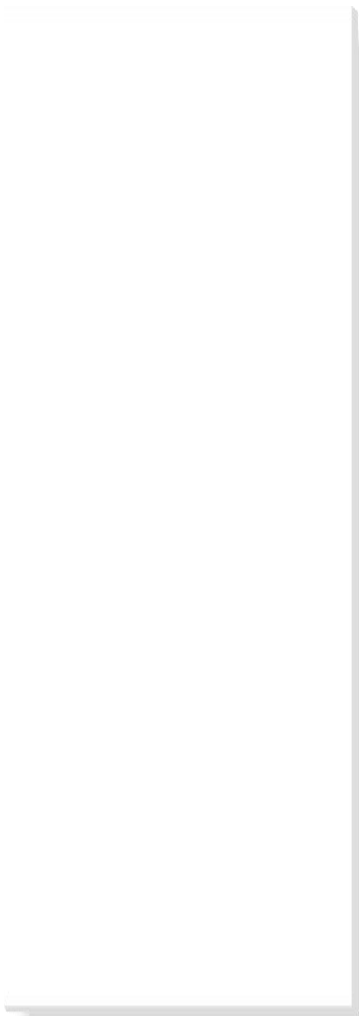
①	
②	
③	 
④	
⑤	



①

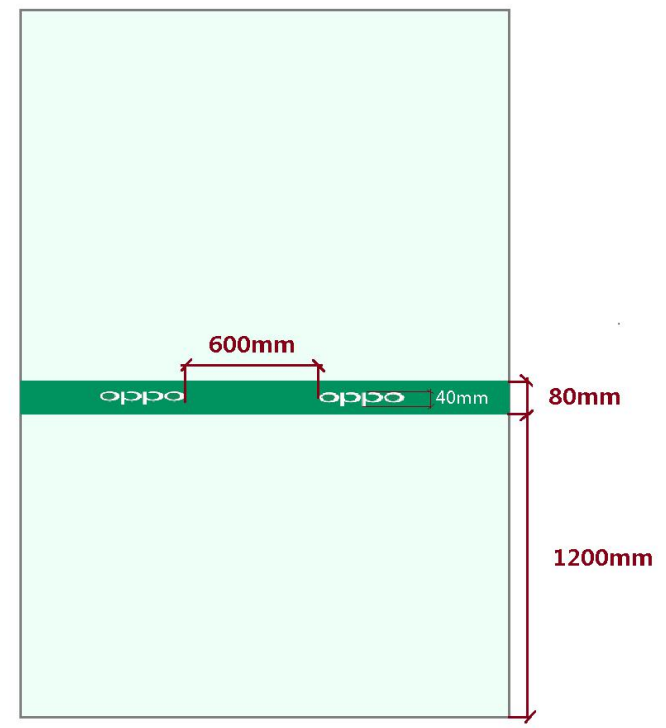
②





- ①
- ②
- ③

“ ”



①

②

③



×



×



×



			<div>①</div> <div>②</div> <div>③</div>
			



①



②

③





			①
			②
		 IN	③




名称			
			① ≧ m²
			② ③
			④



			①
			②
			③
			④



			①
			②
			③
			④
			⑤

THANKS

