

OPPO Telecommunication Co., Ltd.

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TO: OPPO Overseas Regional Customer Service Managers

CC: Overseas Customer Service Department

Publisher: Customer Service Department Issued date: 03 December, 2019

Title: Stipulations of OPPO Overseas Customer Service Center on Special Filing V1.0

I. Define Special Filing

Special filing: To handle special circumstances where a user is very emotional and likely to file a complaint or expired warranty not caused by user, the service center can submit a special filing application for OPPO to go through the special warranty procedure.

II. Where Special Filing Applies

2.1 Where Special Filing Applies to the Repair Work Order

2.1.1 No structural deformation, no apparent signs of damages caused by external force detected, normal functionality, individual crack or self-crack of screens within warranty (The corresponding photos must be uploaded to the system when filing);

2.1.2 Fall damages or water invasion damages for which users deny responsibility and that can lead to complaints or cause large adverse effects;

2.1.3 User refusing to pay for repairs beyond the Three Guarantees period (No more than 7 days beyond the warranty period);

2.1.4 Repairs beyond the Three Guarantees period not due to user (For example, the device for repair is within the warranty period when sent to a dealer or service center, but goes beyond the warranty period due to delay caused by express delivery or waiting for materials);

2.1.5 Repair-caused damages (Limited to accidental damages of some models which are difficult to be dismantled and operated in a normal repair procedure);

2.1.6 Where devices for special consumers or subject to particular discounts are concerned (For example, products for people from industrial and commercial authorities, radio station and other media, and other government/corporate organizations);

2.1.7 Damages for which no apparent human factors are detected (Cracks in the inside screen without signs of man-made damages and whose responsibility cannot be determined);

2.1.8 User not satisfied due to multiple repairs;

2.1.9 Abnormal events: Repair or parts replacement at service center to address smoking, burning damages, etc.;

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2.1.10 When a device has two or more precious items (screen or mainboard) to be replaced within one month due to failures, a special filing is required starting from the second repair for the device of the same IMEI.

2.1.11 Warranty (Broken Screen Insurance, Accident Insurance, Extended Insurance) expires for reasons the users do not account for (For example, a user sends his/her device to the dealer or service center within the warranty period which subsequently expires due to express delivery or waiting for materials).

2.2 Where Special Filing Applies to the Inspection and Replacement Form

2.2.1 Devices can be replaced for free within the free replacement period, provided that no structural deformation, no apparent signs of damages caused by external force detected and normal functionality, individual crack or self-crack of screens (The corresponding photos must be uploaded to the system when filing);

2.2.2 Forced replacement allowed if: Failure not repeating in the free replacement period, but recurring beyond that period; Models in production but lack of materials for more than 15 days; User strongly requiring replacement;

2.2.3 Forced return allowed if: Failure not repeating in the free return period, but recurring beyond that period; Models in production but lack of materials for more than 15 days; User strongly requiring return;

2.2.4 Other cases where users are emotional, or where OPPO or a manager of OPPO approves free replacement or return.

Note: To better standardize and effectively monitor inspection form registration of overseas regions, OPPO has included some of the free replacement, forced replacement and forced return scenarios in online special filing. This does not mean reducing necessary return/replacement services in the actual business scenarios.

III. Review Procedures and Requirements

3.1 Special filing procedures: Special cases can be handled in special procedures as appropriate. The registration clerk at the involved outlet shall submit an application within 7 days after issuing the work order, and the customer service manager of the agent shall review and determine whether to approve or reject the application. Special filing does not display a "Successful" status until it has been reviewed and approved by the manager. OPPO reviews successfully filed forms on a monthly basis and writes them off if no

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abnormalities are found. The service center shall note "Filed" when registering the forms.

3.2 The filing reasons must be clearly specified. Where appearance issues are concerned, photos must be provided. Follow standard filing scripts. Statements like "XXX of OPPO agreed" or "XXX of OPPO gave the go-ahead when consulted" will be rejected;

Note: If a special filing application is not submitted within the specified period (7 days), the system automatically recognizes the special filing as unable to be submitted, and the resulting accessory fees cannot be reimbursed. Deleting a form not filed in time after filing a new form in its place is not allowed. Otherwise, the forms will be recognized as abnormal and the resulting accessory fees will not be reimbursed. Forgetting filing or explaining not knowing about the filing is also unacceptable.

IV. Monitor and Control

Special filing is a policy that grants proper authority to customer service managers to provide better service to users in a friendly, convenient and professional manner, based on the premise of Benfen. Every customer service manager shall be cautious of the abuse of this authority.

OPPO reviewers will, as they see fit, follow up users involved in special filing for verification; they will also randomly check video records according to the filing reasons registered into the system of each service center; once they identify filings that do not tally with the facts, these filings will be considered as against Benfen and handled accordingly.

This document will be implemented starting from February 2019. The Overseas Customer Service Department reserves the right for the final interpretation on this document.

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