

Warranty Policy

OnePlus phones purchased on oneplus.net come with a limited warranty of one (1) year starting from the date of delivery. Unless otherwise specified, this warranty covers the hardware components of the Product as originally supplied and does not cover, or partially covers, software, consumable items, or accessories, even if packaged or sold together with the Product.

The limited warranty only covers product defects caused by workmanship or build materials. To make a claim, please present your original Proof of Purchase (invoice), model and serial number of the Product, and photo evidence of the Product's defects to OnePlus Customer Support at <https://oneplus.net/support>.

Any repair and replacement service covered by warranty, along with shipping and handling, will be free within the first one-year period.

OnePlus may use rebuilt, reconditioned or new parts and components when repairing any product. Alternatively, we may replace the defective product entirely with a rebuilt, reconditioned or new OnePlus product.

The limited warranty does not cover:

- Defects or damage resulting from accidents, neglect, misuse or abnormal use; abnormal conditions or improper storage; exposure to liquid, moisture, dampness, sand, or dirt; unusual physical, electrical or electromechanical stress.
 - Scratches, dents and cosmetic damage, unless caused by OnePlus.
- Defects or damage resulting from excessive force or use of metallic objects on the touch screen.
- Devices that have the serial number or the IMEI number removed, defaced, damaged, altered or made illegible.
 - Ordinary wear and tear.
- Defects or damage resulting from the use of the Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by OnePlus.
- Any physical feature defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by OnePlus.
- Defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source.
- Defects or damage resulting from cellular signal reception or transmission, or viruses and other software problems introduced into the Product.
 - Products not purchased from oneplus.net.

Please contact OnePlus Customer Support for enquiries regarding Limited Warranty.

Website: <https://oneplus.net>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.