

# OPPO COMMUNITY TERMS OF USE

This OPPO Community Use Agreement (the "Agreement") provides important information about your use of the OPPO Community website (the "Site") or OPPO Community App (the "App" ).

## A.General

1.As long as you comply with the Agreement, OPPO grants you a personal, non-exclusive, non-transferable, limited privilege to enter and use the Site.

2.These terms and conditions are in addition to the OPPO Website Terms of Use ( "User Agreement" ).

3.The website or app can be accessible for submission to the users at the age of 18 years and above only or any other legal age as permissible in accordance with the applicable laws of their respective state or province or the Country.

4.In the event of any conflict between this Agreement and the OPPO Website Terms of Use, the terms of this Agreement will govern for use of the Site or App.

5.Views expressed on the Site are not endorsed by OPPO.

6.OPPO does not prescreen content, including but not limited to questions, statements, images, avatars and links, submitted by users of the Site ("Submissions"). OPPO retains the right, but not the responsibility, to edit or remove any Submission, including those deemed by OPPO to violate the Agreement. OPPO will make good faith efforts to investigate allegations that Submissions violate the Agreement but (a) makes no warranty to you that it will edit, remove, or continue to permit the display of any specific Submission, whether or not subject to such allegations, and (b) will have no liability whatsoever for editing, removing, or continuing to permit the display of any Submission whatsoever.

7.Some Submissions may contain information about products not manufactured by OPPO or links to independent websites not controlled or tested by OPPO or any other third party links or website. Information about non-OPPO Products or links to non-OPPO websites are provided without recommendation or endorsement by OPPO. OPPO assumes no responsibility with regard to the selection, performance, or use of third-party websites or products. OPPO makes no representations regarding third-party website accuracy or reliability. OPPO may remove links to third-party websites containing information about products or instructions that could damage a user' s device, create a potential safety risk, or invalidate OPPO' s limited warranty. User shall use all endeavours before accessing any links or third party websites.

8.OPPO may offer certain benefits and privileges for your participation in the Site. The benefits and privileges provided do not create an employee, agency or independent contractor relationship between you and OPPO, and you may not present yourself as a spokesperson for OPPO.

To submit content to the Site, you must have a valid registration. To register, please visit <https://id.oppo.com/index.html?callback=https://community.oppo.com/>

10.If you provide any ideas, content, suggestions, or recommendations on this site regarding OPPO ' s products, technologies or services ("Feedback" or "Suggestions" ), OPPO may use such Feedback and incorporate it in OPPO products, technologies, and services without paying royalties or cost or fees and without any other obligations or restrictions.

11.When you use Communities, you hereby consent to receive certain communications from OPPO in connection with Communities or its products and services. OPPO may respond to your post directly in Communities and, if the preferences you set permit it, OPPO may attempt to contact you outside Communities via telephone, email, text message, or another method of communication. You can manage your communications preferences by going to [oppoindiacommunity@oppoindia.com](mailto:oppoindiacommunity@oppoindia.com)

12.For questions or problems regarding your OPPO Community account, please post a question in OPPO community forums, or email at [oppoindiacommunity@oppoindia.com](mailto:oppoindiacommunity@oppoindia.com)

## B.Submissions

1.OPPO Community is here to help/support people use OPPO products and technologies more effectively. Unless otherwise provided, do not post Submissions about non-technical topics, including:

i.Speculation or rumors or political debates;

ii.Discussion of OPPO policies or procedures or OPPO ' s moderation of the Site.

2.To provide everyone comfort for reading Submissions and participating in discussions. Submissions that are inflammatory or inappropriate will be edited or removed. This includes Submissions with content that is libelous, defamatory, indecent, harmful, harassing, intimidating, threatening, hateful, objectionable, discriminatory, politically divisive or inflammatory, abusive, vulgar, obscene, pornographic, paedophilic, invasive of another' s privacy, including bodily privacy, insulting or harassing on the basis of gender, sexually explicit, or offensive in a sexual, racial, cultural, or ethnic context, relating or encouraging money laundering or gambling or otherwise inconsistent with or contrary to the laws in force.

3.Post constructive comments and questions. Unless otherwise provided, your Submission should either be a technical support question or a technical support answer. Constructive feedback about product features is also welcome.

4.Do not post polls or petitions or links to the same.

5.Do not use the Site to sell or market products or services to others and do not post a URL unless it directly answers a user' s question. For the avoidance of doubt, the following are not permitted on the Site:

i.A Submission created solely to advertise a book, service, software or another item or product for sale.

ii.Any reference, including a link, to a commercial product or service that is not directly related to a relevant technical support question or answer.

iii.Links to personal or professional websites or any link that results in any accrual of compensation or benefit to you. However, you may sign your Submissions with information about yourself.



6.No inappropriate or offensive user names ("Aliases") or impersonations. Inappropriate or offensive Aliases will be removed, and persons attempting to impersonate another person will have their Submissions removed or may have their account deactivated. Aliases may not contain website, email addresses or other contact information.

7.One Account Per User: On the OPPO Community, users are allowed one account only. Users found to be using multiple accounts may have all accounts banned and/or removed. This includes accounts created to circumvent bans. Similarly, accounts impersonating staff, other users or celebrities will also be banned and removed.

8.Compliance with the Laws:

i.No content may be submitted that is intended to promote or commit an illegal act or fraud or violates any law for the time being in force;

ii.Do not submit content in non-compliance with the applicable laws including but not limited to the Information Technology Act, 2000;

iii.Do not post defamatory, obscene, pornographic, paedophilic, invasive of another's privacy, including bodily privacy, insulting or harassing on the basis of gender, libellous, racially or ethnically objectionable, relating or encouraging money laundering or gambling, or otherwise inconsistent with or contrary to the laws in force.

iv.Do not infringe the intellectual property rights or other proprietary rights;

v.Do not post any such content, which

- is harmful to child;
- deceives or misleads the addressee about the origin of the message or knowingly and intentionally communicates any information which is patently false or misleading in nature but may reasonably be perceived as a fact;
- impersonates another person;
- threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign States, or public order, or causes incitement to the commission of any cognisable offence or prevents investigation of any offence or is insulting other nation;
- contains software virus or any other computer code, file or program designed to interrupt, destroy or limit the functionality of any computer resource;
- is patently false and untrue, and is written or published in any form, with the intent to mislead or harass a person, entity or agency for financial gain or to cause any injury to any person.

9.License to Use Submission. By posting a Submission, you agree to grant OPPO a perpetual, royalty-free, non-exclusive, sub-licensable worldwide right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, play, make available to the public, and exercise all copyright and publicity rights with respect to the Submission. If you do not want to grant OPPO the rights set out above, do not send your Submission to the Site.

## C.Interference with the Site

1.You agree to not interfere with or disrupt the Site or create a malware function to the Site or App;

2.OPPO may provide a system whereby users acquire points for various activities on the Site.

i.You agree to not create multiple user accounts on the Site or otherwise manipulate the points

system.

3.Learn more about points and how to build your reputation and get rewarded on the Site. For further clarification, please post a question in using OPPO Community, or email at [oppoindiacommunity@oppoindia.com](mailto:oppoindiacommunity@oppoindia.com)

## D.Breach of the Agreement

1.If you fail to abide by these terms OPPO may remove your Submission. OPPO may also send you an email informing you that your Submission has been deleted or edited. Repeated inappropriate Submissions or disruptive

2.OPPO reserves the right to delete any Submission, or take action against any account, at any time, for any reason.

## E.Modifications

OPPO reserve the right to modify or alter the terms of the use without any prior intimation or notice. It shall be the sole responsibility of the Participant(s) to check the Terms from time to time.

## F.CUSTOMER COMPLIANCE GRIEVANCE(S) REDRESSAL MECHANISM

Grievance Redressal Mechanism:

**In case of any grievance(s) in relation to our product and service(s), you may reach out to our support team on the details listed herein below:**

- The Turnaround Time (TAT) for any received grievance(s) at this forum is generally 24 working Hrs
- Post verification of the detailed grievance and receipt of all the required document and information by the grievance officer, the maximum resolution time for the Grievance is 15 days
- Grievance can be escalated to "[oppoindiacommunity@oppoindia.com](mailto:oppoindiacommunity@oppoindia.com)" if the resolution is delayed or the team is not responsive on time.

Grievance Officer Details:

Name: Piyush Rana

Designation: Community Lead

Contact details: 18001032777

Email: [oppoindiacommunity@oppoindia.com](mailto:oppoindiacommunity@oppoindia.com)

Address: OPPO Mobiles India Private Limited

5th FLOOR, Tower B, BUILDING,

N-8, DLF Cyber City, DLF Phase 2,

Sector 24, Gurugram, Haryana 122002

## G.LEGAL POLICIES

For more information about our legal policies, please see the link below.

Privacy Policy:<https://www.oppo.com/in/privacy/>

User Agreement:<https://www.oppo.com/in/terms/>

**YOUR CONTINUED USE OF THE SITE WILL ALWAYS INDICATE  
YOUR ACCEPTANCE OF THIS AGREEMENT AND ANY CHANGES TO  
IT.**