



Francisco Reis <francisco@wapicode.com>

Warranty for Oppo Find N5 - mal functioning inner screen

28 messages

Francisco Reis <francisco@wapicode.com>
To: AD Tech <support@averagedadofficial.com>

27 December 2025 at 08:49

Dear Sir or Madam,

I would like to send you my phone for repair under warranty.
Please, tell me how should I do it for better safety of the product.

OPPO Find N5
Black / 16GB/512GB
IMEI1: 869227077752094
IMEI2: 869227077752086
Average Dad Order: #3069

Best regards,
Francisco Reis

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

27 December 2025 at 11:43

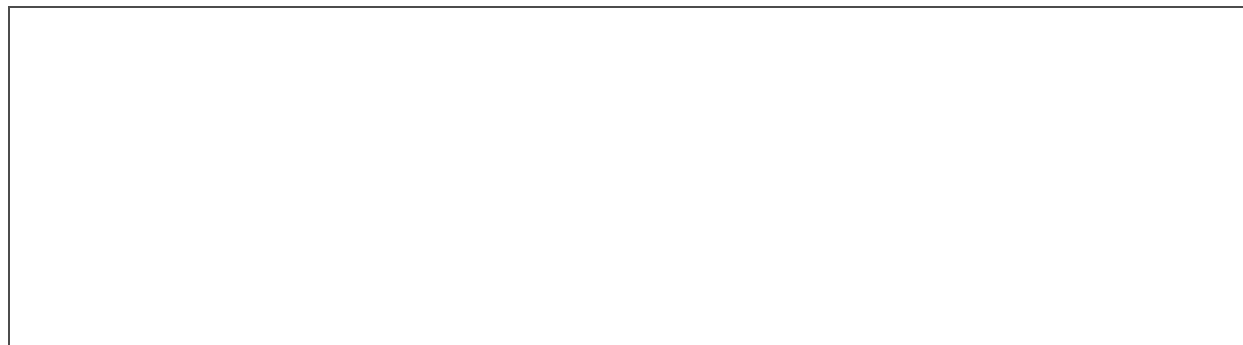
Hi Francisco,

What seems to be the issue with your N5? What we would need in order to initiate a repair for you is to collect the following. Please send us detailed photos of the device, front, rear, sides and at least one highlighting your concern.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
Samantha

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>

27 December 2025 at 14:47

To: AD Tech <Support@averagedadofficial.com>

Here are the photos of the device that you asked for. As can be seen, the inner/foldable screen is not working properly.

Francisco

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7 attachments



31086.jpg
2950K



31087.jpg
2846K



31089.jpg
2728K



31088.jpg
3010K



31090.jpg
2774K



31078.jpg
2642K



31082.jpg
3978K

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

27 December 2025 at 17:29

Perfect, thank you for the info. I will reach out to the repair center and will let you know as soon as I have a reply back.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
Samantha

[YouTube](#)
[Instagram](#)
[Website](#)



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AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

29 December 2025 at 14:50

Good morning Francisco,
Can you confirm that this information is still accurate?

Shipping address

Francisco Reis
Rua São Vicente de Paulo
13 - 5M
2495-438 Fátima
Santarém
Portugal
+351 931 602 798

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
Samantha

[YouTube](#)
[Instagram](#)
[Website](#)



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AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

30 December 2025 at 14:08

Hi Francisco,

Thank you for contacting Average Dad Support.

Could you please ship the phone back to the following address:

Zi Mei Tang

Shop 39, 2/F,
Yu Ching Hui
[No. 9 Sham Shing Road](#)
[Lai Chi Kok](#)
[Kowloon](#)
[Hong Kong](#)
Att : Michelle Su

Tel : 00852 92653876

Please provide the phone's imei number, this can be found on the box or by entering ***#06*** on your phone's keypad.

Please ship via standard post (not DHL/FedEx) so your countries post (USPS, Royal Mail etc.)

When shipping if you mark the value as \$50 and state that it is a phone for repair.

Please also ensure the phone is reset and then securely packaged, it doesn't have to be the original packaging and it is only the phone that is needed to be sent back.

Can you also provide tracking once it has been sent please.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
James

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

30 December 2025 at 15:14

Ok, thanks! I will do it on Friday with the whole package and accessories.

A great new year for you all at AD!
Francisco
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AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

31 December 2025 at 07:27

Hi Francisco,

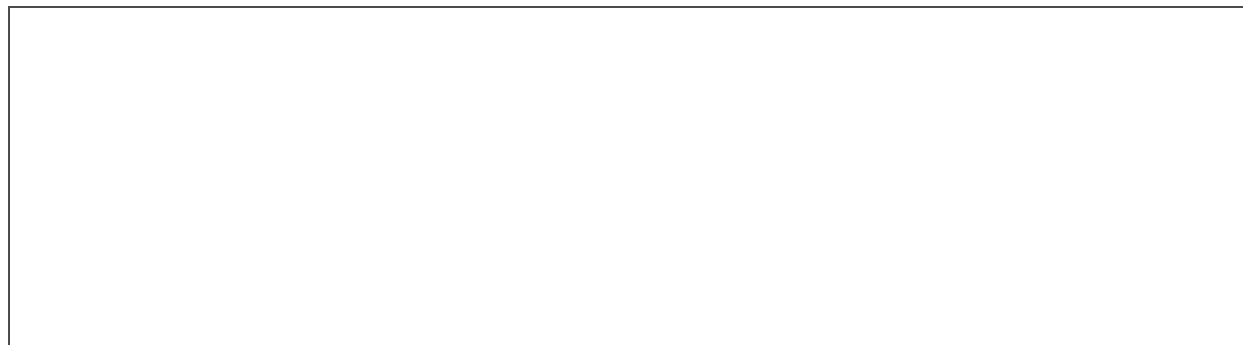
Thank you for contacting Average Dad Support.

It is only the phone that you should send back, if you send back anything extra there is a potential that it gets lost or not sent back to you with the phone,

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
James

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

7 January 2026 at 12:05

Hello,

I must join a document in a plastic slip to the package. I attach a draft of it. Can you tell me if that is enough/correct?

Thank you
Francisci Reis
[Quoted text hidden]

2 attachments**Shipping address**

Francisco Reis
Rua São Vicente de Paulo
13 - 5M
2495-438 Fátima
Santarém
Portugal
+351 931 602 798

image.png
19K

 **TExt 1.pdf**
45K

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

7 January 2026 at 17:24

Hi Francisco,

That should satisfy their needs with regard to the contents.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
Samantha

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

8 January 2026 at 10:47

Dear Sir or Madam,

The phone was sent for repair following your instructions.

As I was asked by you, the package/tracking number: LA132361989PT

If anything else is needed, please let me know.

Best regards,
Francisco Reis
[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

8 January 2026 at 15:16

Hi Francisco,
Thank you for providing the tracking information. I have recorded it and we will let you know as soon as the repair center has provided any updates.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
Samantha

[YouTube](#)
[Instagram](#)
[Website](#)



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AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 13:28

Hi Francisco,

The repair centre have concluded that the issue with the phone is physical in nature and unfortunately not under warranty.

The cost to repair the inner screen is 600€

Please provide payment to Mikes PayPal: magpie1607@yahoo.co.uk if you wish to continue with the repair.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
James

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

21 January 2026 at 14:50

What physical? That is not true.

I was watching a YouTube video and strange lines started to appear on the inner screen, as simple as that.

Now I understand that the photos of the phone that you asked for was to detect any physical damage and, of course, there was none.

I will not pay the repair for it is under warranty and no physical damage occurred.

If you do not respect the warranty I will use all the available ways to fight it.

Best regards,
Francisco Reis
[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 15:28

Hi Francisco, I tried to call you as I can see you are angry!

can i be perfectly clear, WE HAVE NOTHING TO DO WITH THE REPAIR PROCESS!

Your device was sent to my supplier as the warranty must be held in China, imported phones do not actually carry a warranty which is why we are the only store that offers one in order to help my customers!

OPPO China have inspected it and they have reported that there is significant physical damage most likely caused by a drop.

Trust me, I wish it was not the case because people like you just blame others like me that have nothing to do with the decision!

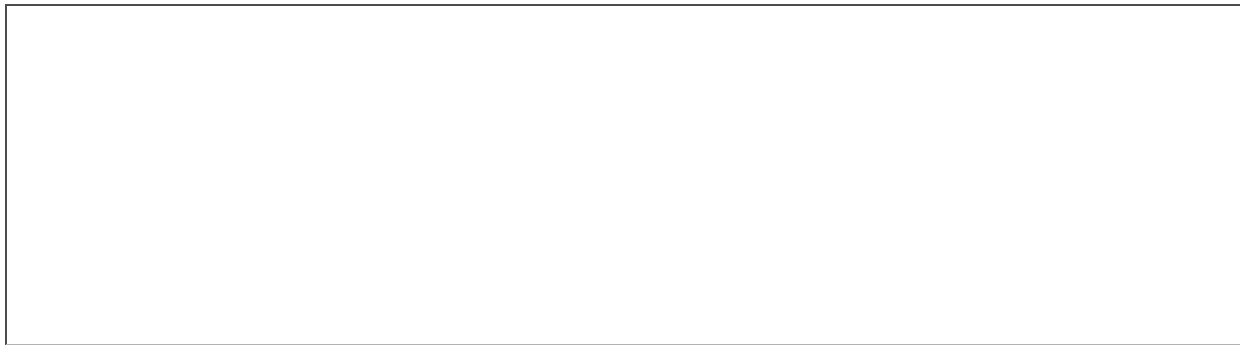
So, you can have the phone back unrepaired or pay for the repair... there is no 'fighting it'. you have no legal leg to stand on because it is an imported phone!

Moreover, the official manufacturer deemed it a non warranty repair.

Please let us know how to proceed and DO NOT blame us for any of this!

Kind regards,
Mike

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

21 January 2026 at 16:01

Hi Mike,

Thanks for your reply but I am already 60 years old so I do not get angry or even surprised by dishonesty, very human behaviour indeed.

I trusted Average Dad, so far so good with one exception.
You, however honest, trusted some guys in China and that may have been a wrong bet.

The one exception is when you write "you have no legal leg to stand on because it is an imported phone!", it does sound really bad.

This is what I will do:

1. Create a web site with all these emails, including images, and titled "Average Dad and warranty handling".
2. Send you the link so that you can flag anything that may not be correct, I will correct it if fair.
3. Do my best to warn other people, namely those that would import from you, about what to expect from AD warranty.

Meanwhile, do not worry about me for that phone was of little use for it had an ARCORE/WebXR malfunctioning (we changed emails for that and it was an OPPO Find N5 general problem).

I can end up spending much more than 600 euros in social media promotion, but justice and public awareness comes first.

Best regards,
Francisco

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AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 16:11

so you are a 60 year old child then?

How dare you threaten me...

We sell thousands of phones and deal with dozens of (legitimate) warranty repairs, you think you are special?!

You had the phone for a year, broke it and expected me to pay for a repair? you are an embarrassment to yourself and those around you!

Post what you like but I have a bigger platform and more importantly, the official report form OPPO you absolute dummy!!

You are clearly mentally unwell and I hope you get the help you need for the sake of those around you.

Kind regards,
Mike

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

21 January 2026 at 16:20

Mike,

I do not think your last email was appropriate.

I will give you some time to apologize, we all have a bad day.

If you don't, more important than a phone is to ensure we respect each other.

From my previous contacts with AD, I do not think your attitude is the one AD defends.

All the best,
Francisco Reis
[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 16:45

pardon? I should apologise for you threatening to lie online about my store?

i should apologise for you not listening to the multiple emails we sent saying we have nothing to do with the decision!
we can also see the damage you made in the photos!

It is you that should be apologising my friend,

You made it personal, now you will see how that works out for you!

If the phone means nothing to you and you are a mature man, why did you make it personal about me and my store?

my only goal is to bring people like you the phones you want for the best deals possible!

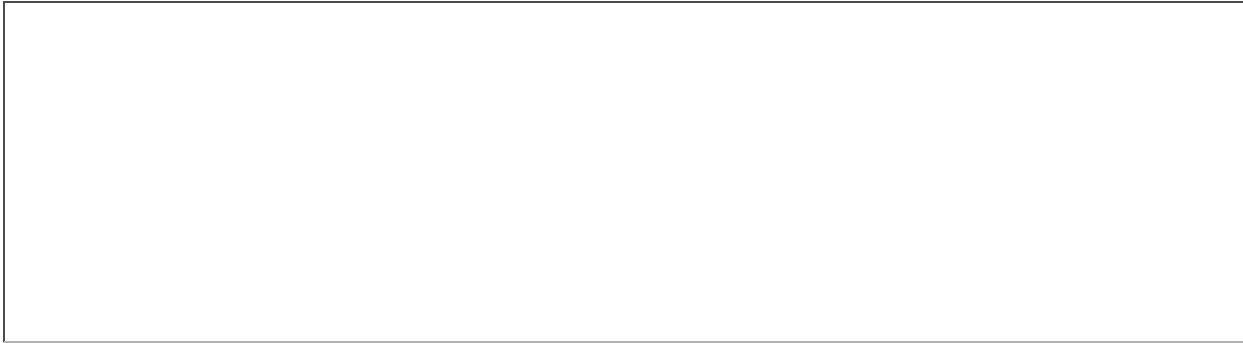
Sad!

Mike

[YouTube](#)

[Instagram](#)

[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

21 January 2026 at 16:58

Thanks for your answer, Mike, now in more respectfull terms.

How do you know I would lie?

Posting real emails exchanged and offering you the possibility to flag any incorrect fact is to lie?

Are you the nice person, I think named Michael Reid, that shows up in AD videos that I enjoy so much? I do appreciate his work, I even believe in his/your honesty, but have no simpathy towards insults and saying that I would lie.

I had some emails exchanged with Jamie that shows up at least in one of the AD videos and, even him confirming that this Oppo model I bought has problems, had a civilized and friendly attitude.

Please, send me the OPPO report you talked about for the phone I sent. It had, as the photos showed and I can atest, no physical damage.

Regards,
Francisco

[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 17:30

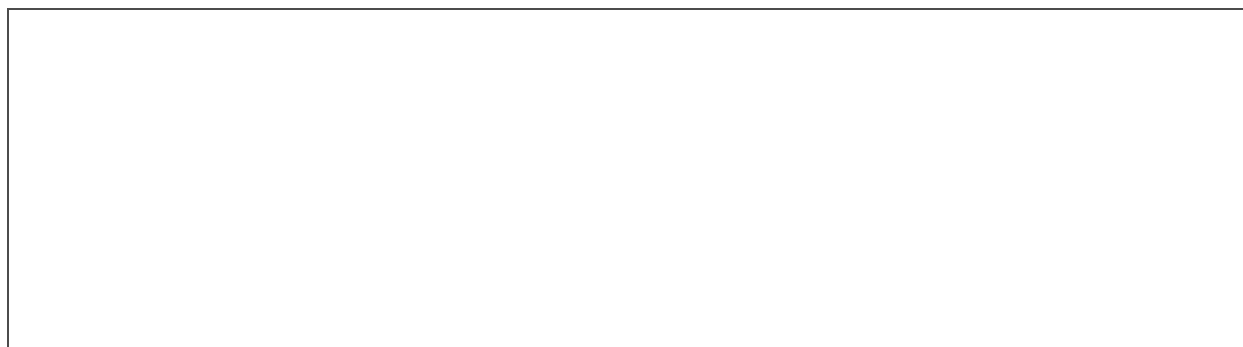
We will communicate the report when we receive an apology for your aggressive emails.

You must read what you sent and realise how unreasonable you have been?

All I ever want is happy customers and viewers, of which you were both until you were told something from OPPO directly that you did not like.

Kind regards,
Mike

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

21 January 2026 at 17:34

Of course I appologize, Mike.

Offending others was never my intention.

With the report, please tell me when the phone will be sent to me for it is still a functioning phone despite the inner screen not working.

Thanks!
Francisco
[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

21 January 2026 at 18:09

Greatm you have my apology too!

adults win again haha!

i will provide the report tomorrow and get it sent back to you too.

Kind regards,
Mike

[YouTube](#)
[Instagram](#)
[Website](#)



[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
 To: Francisco Reis <francisco@wapicode.com>

27 January 2026 at 11:47

Hi Francisco,

Thank you for contacting Average Dad Support.

Please see below the initial quotation (not including shipping):

Newlands Technology Limited

Room 901, 9/F No.1 Hong To Road, Kwun Tong

Quotation

TO:	<u>Ms.guyang</u>	NO:	<u>20260121</u>
ADD:	_____	DATE:	<u>21 Jan 2026</u>
	_____	FROM:	_____
	_____	TEL:	<u>69151749</u>
ATTN:	_____	FAX:	_____
TEL :	<u>69151749</u>	REVISION:	_____
FAX:	_____	Shipment term:	_____

Phone IMEI: 869227077752094

Model	Details	Quantity	UNIT PRICE	AMOUNT
		(PCS)	(HKD)	(HKD)
OPPO Find N5	Repair for Inner Screen Model : Find N5 Color : Black The screen leaks due to collision or other human factors, so the entire inner screen needs to be replaced	1	HK\$4500.00	HK\$4500.00
TOTAL AMOUNT				HK\$4500.00

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
James

[YouTube](#)
[Instagram](#)
[Website](#)



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Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

27 January 2026 at 14:56

Hi,

What you sent me is not the report from Oppo that I was promised.

Very strange you did not send me any document when I was first asked to pay 600 euros, not professional at all. Now you are many days late and finally send me that image?

Not enough for an honest cause, beyond being bullied now I see you are not acting seriously.
Any credible document would have a traceable reference usually including a serial number.
That is not a document, it is not from Oppo and it is not credible.

I want my phone back and, please, make any document you send be at least credible.

[Quoted text hidden]

AD Tech <Support@averagedadofficial.com>
To: Francisco Reis <francisco@wapicode.com>

28 January 2026 at 11:01

Hi

Thank you for contacting Average Dad Support.

The attached item is the quotation from the licensed repair centre.

The repair centre hands the phone back to our shipping agent who then in turn provides us with the shipping costs back to you.

If you have any further queries, please don't hesitate to contact us by either replying to this email or using the links provided below.

Kind regards,
James

[YouTube](#)

[Instagram](#)

[Website](#)



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CS OPPO quotation_ 869227077752094.pdf

143K

Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

29 January 2026 at 18:36

Hi,

I want my phone back.

Regards,
Francisco Reis

[Quoted text hidden]

Francisco Reis <francisco@wapicode.com>
To: AD Tech <Support@averagedadofficial.com>

9 February 2026 at 17:43

Hi James, I do appreciate exchanging emails with you from a past experience!

I want you to know that I have received my phone and it seems to be working fine just like when I sent it. I had to pay around 40 euros to receive it (customs?) but no problem. It wasn't Factory Reseted and was in some kind of Chinese and that made me lose some time until I discovered hard Data/Factory reset.

I am now going to describe what happened with this warranty on a website and email the link to you ASAP, perhaps even today.

The main objective is not to caution people about eventual warranty mishandling, it is that at AD people understand that bullying is unacceptable.

Kind regards,
Francisco

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