



LG Proactive Customer Care – 1 Year Extended Limited Warranty Promotion
Issue Date: 08/04/20

Program Name: LG Proactive Customer Care - 1 year Extended Limited Warranty Promotion

Program Period: 10/01/2020 through 12/03/2020

Program Offer #: LG000061

Program Details:

Consumers who purchase eligible LG branded products between October 01, 2020 and December 03, 2020 (the “Program Period”) will qualify to receive a 1 year extension of the manufacturer’s limited warranty valued at up to \$185.

To redeem the 1 year extension of the manufacturer’s limited warranty, consumers must connect and register their eligible product(s) through the LG ThinQ App. Redemption instructions are provided below.

Eligible Products:

BRAND	REFRIGERATOR	RANGE	WALL OVEN	DISHWASHER	WASHER	DRYER
LG BRAND	LRFDC2406D	LSD4913ST	LWC3063ST	LDP6810SS	WM3600HWA	DLE3600W
	LRFDC2406S	LSE4615ST	LWC3063BD	LDP6810BD	WM3600HVA	DLG3601W
	LRFDS3016D	LSG4515ST			WM4000HWA	DLE3600V
	LRFDS3016S	LREL6325D			WM4200HWA	DLG3601V
	LRFVC2406D	LREL6325F			WM4200HBA	DLEX4000B
	LRFVC2406S	LRGL5825D			WM4500HBA	DLGX4001B
	LRFVS3006D	LRGL5825F			WT7305CW	DLEX4200W
	LRFVS3006S				WT7305CV	DLGX4201W
	LRFXC2416D				WKEX200HBA	DLEX4200B
	LRFXC2416S				WKGX201HBA	DLGX4201B
	LRMDC2306D				WKEX200HWA	DLEX4500B
	LRMDC2306S				WKGX201HWA	DLGX4501B
	LRMDS3006D					
	LRMDS3006S					
	LRMVC2306D					
	LRMVC2306S					
LRMVS3006D						
LRMVS3006S						
LG STUDIO	SRFVC2406S	LSSE3027ST LSSG3017ST	LSWS307ST LSWC307ST LSWD307ST	LSDT9908SS	WSEX200HNA WSGX201HNA	
LG SIGNATURE		LUTD4919SN LUTE4619SN LUTG4519SN				

Redemption Process for Extended Limited Warranty:

App customer journey:

- 1) Purchase an eligible product during the program period.
- 2) Download and create an account using the LG ThinQ App
 - a. Connect product to WiFi



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- b. A PCC program banner shows up at the top of the app with a “Get Started” button
- c. Customer is re-directed to the promo landing page after clicking the “Get Started” button
 - i. Customer registers the product and,
 - ii. Uploads proof of purchase
- d. Customer submits a claim for validation and receives a text and/or email confirming submission
- e. An email confirming the extended limited warranty and providing further information will be provided

Desktop customer journey:

- 1) Purchase an eligible product during the program period
- 2) Customer goes to the promo page at www.lg-promos.com/PCC10
- 3) An overview of the program details and a “Get Started” checklist are provided
- 4) Customer is instructed to download and create an account using the LG ThinQ App
 - a. Connect product to WiFi
 - b. A PCC program banner shows up at the top of the app with a “Get Started” button
 - c. Customer is re-directed to the promo landing page after clicking the “Get Started” button
 - i. Customer registers the product and,
 - ii. Uploads proof of purchase
 - d. Customer submits claim for validation and receives a text and/or email confirming submission
 - e. An email confirming the extended limited warranty and providing further information will be provided

Additional Program Requirements:

LG requires that the following guidelines be implemented as a requirement for program participation:

- LG sponsored/authorized value add or services offers may be advertised with packages
- This promotional offer for the specified products above cannot exceed the effective dates specified.
- Print or website advertising for this promotion must not refer to an instant rebate or instant savings related to this promotional offer.

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TERMS AND CONDITIONS:

End-user consumers who purchase eligible LG branded products at participating retailers in the 50 U.S. states, D.C., or P.R., and registers their product via the LG ThinQ app during the Program Period (defined below), will be eligible to receive the specified LG 1 year extension of the manufacturer's limited warranty. For the purposes of this promotional offer, eligible LG branded products refers to new in-box appliances. Open box items and display units are not eligible to the PCC program.

Except as otherwise required by law, this promotional offer is limited to eligible appliance products. To qualify for this program offer consumers must:

App customer journey:

- 1) Purchase an eligible product(s) during the program period starting October 01, 2020 through December 03, 2020
- 2) Download and create an account using the LG ThinQ App
 - a. Connect product to WiFi
 - b. A PCC program banner shows up at the top of the app with a "Get Started" button
 - c. Customer is re-directed to the promo landing page after clicking the "Get Started" button
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Desktop customer journey:

- 1) Purchase an eligible product during the program period starting October 01, 2020 through December 03, 2020
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- 3) An overview of the program details and a "Get Started" checklist are provided
- 4) Customer is instructed to download and create an account using the LG ThinQ App
 - a. Connect product to WiFi
 - b. A PCC program banner shows up at the top of the app with a "Get Started" button
 - c. Customer is re-directed to the promo landing page after clicking the "Get Started" button
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 - ii. Uploads proof of purchase
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Registration for the 1 year extended limited warranty must be completed no later than by 11:59 PM Pacific Time on January 03, 2021. Omission of the sales receipt or other requested information (i.e., serial numbers) may delay or stop the processing of this promotional offer. No group or organization requests will be honored. Requests for fulfillment to PO Boxes will not be accepted. Purchased products must not be returned or else warranty reward will be subject to forfeiture. Extended 1 year manufacturer's limited warranty offer is non-transferable and extends to the original purchaser only. Participating retailers may utilize this offer in combination with additional package offers, including LG Electronics product bundles. Illegible or incomplete requests will not be honored. Promotional offer void where prohibited, taxed or restricted by law. Online purchases from internet auction sites or purchases of refurbished or reconditioned merchandise are not eligible for this promotional offer. Promotional offer is not valid on free, giveaway, or other complimentary promotional merchandise. Valid only in the fifty (50) states, District of Columbia and Puerto Rico.

LG Electronics U.S.A., Inc. is not responsible for late, lost, mutilated, stolen, misdirected or postage-due requests or mail, computer system, phone line, hardware, software or program malfunctions, or other errors, failures or delays in computer transmissions or network connections that are human or technical in nature.

Please see the privacy policy located at <http://www.lg.com/us/general/privacy.jsp> for details of LG Electronics U.S.A., Inc.'s policy regarding the use of personal information collected in connection with this promotional offer.

LG Electronics U.S.A., Inc. reserves the right at its sole discretion, to disqualify any individual (and all of his or her claims) who tampers with the claim submission process

Please allow 6 to 8 weeks for processing, or as otherwise required by law. To check participating retailers and track your claim, please visit www.lg-promos.com/PCC10 or call 1-833-900-2113.