



LG Proactive Customer Care – 1 Year Extended Limited Warranty Promotion
Issue Date: 03/03/20

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

Program Period: 04/16/20 through 07/22/2020

Program Offer #: LG000051

Program Details:

Consumers who purchase select LG STUDIO or LG branded Appliances between April 16, 2020 and July 22, 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 appliance(s) through the LG ThinQ App. Redemption instructions are provided below.

Eligible Models:

BRAND	REFRIGERATOR		RANGE	WALL OVEN	DISHWASHER
LG BRAND	LRFDC2406D	LRFXC2406S	LSD4913ST	LWC3063ST	
	LRFDC2406S	LRFXC2416D	LSE4615ST		
	LRFDS3006D	LRFXC2416S	LSG4515ST		
	LRFDS3006S	LRMDC2306S			
	LRFDS3016D	LRMDS3006S			
	LRFDS3016S	LRMDC2306D			
	LRFVC2406D	LRMDS3006D			
	LRFVC2406S	LRMVC2306D			
	LRFVS3006D	LRMVC2306S			
	LRFVS3006S	LRMVS3006D			
	LRFXC2406D	LRMVS3006S			
	LG STUDIO	SRFVC2406S		LSSG3017ST LSSE3027ST	LSWS307ST LSWC307ST LSWD307ST

Redemption Process for Extended Limited Warranty:

App customer journey:

- 1) Purchase an eligible appliance model during program period.
- 2) Download and create an account using the LG ThinQ App
 - a. Connect appliance 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 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 appliance model during program period
- 2) Customer goes to the promo page at www.LG-promos.com/ProactiveCare
- 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 appliance 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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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 models 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 select new LG and LG STUDIO branded appliances 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, select new LG and LG STUDIO branded appliances refers to new in-box appliances.

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

App customer journey:

- 1) Purchase an eligible appliance model during program period starting April 16, 2020 through July 22, 2020
- 2) Download and create an account using the LG ThinQ App
 - a. Connect appliance 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 a claim for validation and receives a text and/or email confirming submission
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Desktop customer journey:

- 1) Purchase an eligible appliance model during program period starting April 16, 2020 through July 22, 2020
- 2) Customer goes to the promo page at www.LG-promos.com/ProactiveCare
- 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 appliance to WiFi
 - b. A PCC program banner shows up at the top of the app with a "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 August 22, 2020. 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 merchandise 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 product bundles with LG Electronics models. 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/ProactiveCare.