

## **LG repair service policy**

### **In-warranty:**

**Costs:** An LG product within the manufacturer's warranty will be covered by LG for parts and labour according to the terms provided on the warranty card that accompanied your product at the time of purchase.

**Coverage:** In home warranty service is available within a 150km radius of the nearest LG authorized service center (ASC) to your home. If your product is outside this radius, it will be your responsibility to bring the unit to the ASC for repair.

**In-warranty duration:** Standard warranty is 1 year parts and labour from the purchased date listed on the bill of sale (AC units excluded). You are invited to call LG electronics Canada customer service (1-888-542-2623) and speak to a representative for any pertinent support question. The LG representative can dispatch an LG authorized service provider to your home to provide the required in-warranty support.

You (the customer) must be the original owner of the unit being serviced and must present the LG servicer with the bill of sale as the servicer will require a copy for their claim to LG electronics Canada.

The servicer has the right to refuse a repair if the customer does not provide the bill of sale. The unit must have an LG "Model and Serial Tag" visible as the servicer will also take a picture of the serial tag for LG records. Unfortunately LG will not cover an LG product with a defaced or missing serial tag. Refurbished products or products from second hand shops (reseller) will not be covered under warranty. Consult the warranty document that was provided with your product at the time of purchase for full terms and conditions.

### **Out of warranty:**

Once the LG unit is out of warranty, or whether it is a refurbished product, or has non-warranty damage such as dents, scratches or cracks due to physical abuse or, a second-hand product (passed from the original owner), you (the customer), are responsible for the cost of all repairs including parts, labor and mileage (if the service provider requires it). You (the customer) are invited to call LG electronics Canada customer service, (1-888-542-2623) and speak to a representative for any support questions you might have and to arrange for an out of warranty repair. We welcome you to leverage our "One Price" Program as a low-cost solution to these out of warranty repairs. Regardless, LG will dispatch an authorized servicer for you (the customer) to get your product repaired. In the event you do not participate in our "One price" program, you (the customer) will be responsible for the repair charges paid to the servicer. Please note, the servicer will charge their own shop rates, their own labour rates, mileage charges and standard LG parts rates.

**90-day repair warranty:** Out of warranty (OOW) part(s) replaced at a cost to you (the

customer) have a 90-day warranty. This 90-day warranty is for the specific part(s) that failed and were replaced during the original service call. LG will cover the part(s) and installation of the part(s) only for 90 days from the original installation date. THE LIMITED WARRANTY DOES NOT COVER damage caused by transportation and handling, including scratches, dents, chips and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.

### **Refrigerators**

- LG brand: 1-year parts & labour | LG studio: 2 years parts & labour
- 7-year sealed system (parts only) \*
- 10 years compressor (parts only) \*

\*Depending on model, some conditions may apply.

### **Microwave ovens (Over-the-Range)**

- 1-year parts & labour
- 5 years on the magnetron (parts only)
- 10 years on inverter magnetron (parts only)

### **Ranges**

- 1-year parts & labour | LG studio: 2 years parts & labour
- (including radiant cooktop)

### **Dishwashers**

- For models manufactured before May 1, 2022:
  - 1 yr (parts & labour): LG brand | 2 yrs (parts & labour): LG studio
  - 5 yrs for main PCB, rack, SS door liner, tub (parts only)
  - 10 yrs for direct drive motor (part only). See manual for details.
- For models manufactured after May 1, 2022:
  - 1 yr (parts & labour): LG brand | 2 yrs (parts & labour): LG studio
  - 2 yrs for main PCB, rack, SS door liner, tub (parts only): LG brand
  - 5 yrs for main PCB, rack, SS door liner, tub (parts only): LG studio