

Date:

If you have any questions,
please feel free to call 1-
888-865-3026

DOA Request Form



Unit Location		Requestor		Unit Information	
Property Name/Store no.		Business Name		Model No.	
Address		Contact Name		Serial No.	
City/ST/Zip		Telephone No.		Receive Date	
Contact Name		Email Address		Install Date	
Telephone No.		Unit is Damaged or Defective?	(Give Description)		
Email Address					

The unit was shipped by _____ to the customer's location.

I would like all correspondence directed to _____ email _____

- *Please refer to your dealer/distributor for any damage with visible box damage if shipped by them.
- ** Concealed damage claims must be requested within 30 days of Purchase.
- *** If the unit is defective, service will be dispatched for repair.

Pictures of defect or damage, Model Serial Tag on back of unit, and box (front, back, model/serial tag) that unit was received in are required to prove concealed damage.

Please email pictures along with this completed form to: comm.display@lge.com and CC michael.bombard@lge.com

In the event a return authorization is approved.

I would prefer:

- Credit to my account
- Replacement unit

For Advance replacements LG requires security that the defective unit will be returned.

Would you like to: (select one of the below options)

- Be invoiced if the defective unit is not returned
 - Provide a credit card number. (You must call 1-888-865-3026 to give CC information)
- (You are never charged or invoiced unless we do not receive the defective unit within 30 days.)**

or

Wait till defective unit is received to ship the replacement unit.

Authorized Signature

Date

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*** Be sure to use correct pictures of Boxes that matches with TV's model and S/N for verification