



Warranty Exchange Request Form

Please fill out form completely and sign and date below.

Replacement Unit Ship To Location		Requestor's Information		Defective Unit Information	
Property Name/Store No.		Business Name		Model No.	
Address		Contact Name		Serial No.	
City/ST/Zip		Telephone No.		Screen No. (L to R)	
Contact Name		Email Address		Height Floor to Unit.	
Telephone No.					
Email Address					
Description of Defect	<input type="checkbox"/> Missing Channels <input type="checkbox"/> No Power <input type="checkbox"/> No Video <input type="checkbox"/> Poor Video [Attach Image] <input type="checkbox"/> No Audio <input type="checkbox"/> No Network Connectivity <input type="checkbox"/> No Input Connectivity <input type="checkbox"/> Does Not Accept Channel Map <input type="checkbox"/> Other (Please describe issue)		<input type="checkbox"/> Lines in Picture (Attach Picture) <input type="checkbox"/> Cracked Screen (Attach Picture) <input type="checkbox"/> Spiderweb Pattern in Image (Attach Picture) <input type="checkbox"/> Dim Picture (Attach Picture) <input type="checkbox"/> Pixelated Image (Attach Picture) <input type="checkbox"/> Dark Areas in Picture (Attach Picture) <input type="checkbox"/> Physical Damage (Attach Picture) <input type="checkbox"/> Distorted Picture (Attach Picture) <input type="checkbox"/> Color Needs Calibrated (Attach Picture)		
	All correspondence should be directed to _____ at email _____				
Please provide pictures of defect. Email pictures and completed form to comm.display@lge.com ; michael.bombard@lge.com , and heather.flannagan@lge.com ,					

Please select one of the below exchange options and sign and date below.

*Replacement units may be new or reconditioned/refurbished.

Regular Exchange

Please first send in the defective unit to LG. LG will provide you with a prepaid shipping label for sending the defective unit to LG. Once the defective unit arrives at LG's warehouse, a replacement unit will ship out to you within two (2) business days.

Advance Exchange

LG will first send a replacement unit to you. Please return the defective unit in the same box the replacement unit comes in. LG will provide you with a prepaid shipping label for sending the defective unit to LG. As security that the defective unit will be returned to LG, a credit card number will need to be provided and LG will then place a hold on your card. Please return the defective unit within fourteen (14) days of receiving the replacement. If the unit is not returned within fourteen (14) days of receipt of the replacement unit, you will be charged the replacement value of the defective unit.

_____ Date

_____ Authorized Signature

Please contact the Commercial Display Team at 1-888-865-3026 with any questions.