



## LG DV-LED LIMITED WARRANTY - USA

Should your LG DV-LED ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, LG Electronics ("LG") will, at its option, repair or replace the Product. This limited warranty is valid only to the original and lawful retail purchaser of the Product ("You") and applies only when purchased and used within the United States including U.S. Territories.

### STANDARD WARRANTY PERIOD:

**3 years from the date of installation if registered with LG within 60 days of original purchase or 38 months from the date of original purchase, whichever comes first**

**(Internal/ Functional Parts Only—You Are Responsible for Labor Costs)**

### ADDITIONAL WARRANTY PERIODS (SOLD SEPARATELY):

**4 years from the date of installation if registered with LG within 60 days of original purchase or 50 months from the date of original purchase, whichever comes first**

**(Internal/ Functional Parts Only—You Are Responsible for Labor Costs)**

**5 years from the date of installation if registered with LG within 60 days of original purchase or 62 months from the date of original purchase, whichever comes first**

**(Internal/ Functional Parts Only—You Are Responsible for Labor Costs)**

- ▶ Proof of original purchase specifying the Product model, install date, and date of purchase is required to obtain warranty service under this limited warranty.
- ▶ Replacement products and/or parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- ▶ Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.
- ▶ Replaced product or part(s) will be the property of LG.

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL LG OR ITS DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. LG'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

### HOW SERVICE IS HANDLED:

- ▶ If LG determines a reported problem may be covered by this Limited Warranty, a Return Material Authorization (RMA) number will be issued. The RMA# must be clearly marked on the return package. Unauthorized return or returns delivered via Pay Upon Delivery (C.O.D.) will be rejected. Final determination of Warranty status will be reported to You following physical product evaluation. If the failure/damage is considered not to be covered by the Limited Warranty, LG will promptly notify You of the status and estimate repair fees.
- ▶ LG is not liable for any damage that occurs during a return due to improper packing, shipping, or any other issues. All returned products must be properly packed with double-layer packaging based on recommended materials like foam and other foam-made protective packaging materials.

- ▶ No guarantee is made or implied that replacement parts or repairs made to failed units will be matching in color and/or brightness.

This warranty does not include labor charges to remove or install LED Signage products or to conduct field repairs.

LG shall bear the cost of all in-bound and out-bound shipping under this limited warranty, but shall not be responsible for expedited shipping costs, risk of loss on parts returned to LG—including shipping damage or loss and return of the defective Part(s) to LG or its authorized agent, and/or any other costs associated with installation, removal, or re-installation of the Part(s).

**THIS LIMITED WARRANTY DOES NOT COVER:**

- ▶ Service trips to deliver, pick up, install, educate how to operate, replace fuses, correct wiring, or correct unauthorized repairs or the removal and reinstallation of the Product related to a repair.
- ▶ Normal wear and natural aging of parts, including but not limited to LED lamps, connecting devices, sockets, etc.
- ▶ Image burn-in caused by continuous static (non-moving, non-motion) images.
- ▶ Minor imperfections within design specifications that do not materially alter or affect functionality.
- ▶ Natural reduction in brightness and/or color under normal operation. Slight difference in brightness and color without compromising the product functionality. There might be differences in brightness and color for different batches of products. Though LG Electronics adheres to a demanding standard in LED lamp bin tolerance, LG Electronics does not guarantee full consistency in brightness or color when mixing products of different batches.
- ▶ Damage or failure of the Product caused by improper set-up or adjustment of user controls.
- ▶ Damage or failure of the Product caused by transportation and/or 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.
- ▶ Damage or failure of Product caused by incorrect electrical current or voltage, power failures, interrupted or inadequate electrical service, external interference, or other defect in electrical supply, including incorrect or insufficient AC supply.
- ▶ Damage or failure of the Product resulting from improper installation or operation of the product contrary to the Product Owner's manual and/or Installation Manual.
- ▶ Damage or failure of the Product caused by accident (including but not limited to external impact or drop), pests or vermin, neglect, improper storage, misuse, exposure to moisture or dampness, exposure to corrosive, abrasive, or other harmful environmental conditions, or act of nature, including but not limited to wind, fire, flood, earthquake, lightning, or other natural disaster.
- ▶ Damage or failure of the Product resulting from misuse, abuse, or improper handling, adjustment, use, repair, maintenance, or service.
- ▶ Damage or failure of the Product caused by the use of accessories, parts, consumable cleaning products, or service not provided or approved by LG.
- ▶ Damage or failure of the Product caused by unauthorized alteration, modification, or incorporation into any other product or system components, or if it is used for other than the intended purpose.
- ▶ Damage caused by repair or modification of the Product by un-authorized servicer.
- ▶ Damage caused by anyone tampering with or breaking the Product.
- ▶ Products or missing items to a Product sold "As Is," "With all Faults," or similar disclaimer.
- ▶ Products with original serial numbers that have been removed, altered, or cannot be readily determined, at the discretion of LG.
- ▶ Increases in utility cost and additional utility expenses.
- ▶ Replacement of any consumable parts, including batteries.
- ▶ Any damage, loss, or leak of confidential, proprietary, or personal information stored on the Product at time of service.
- ▶ Any damage or loss of any corrupted or removable media data.
- ▶ Any software programs, including the operating system and software added to the Product, whether pre-loaded or shipped with the Product, or installed after purchase.

- ▶ Failure of customer to notify LG of the alleged defect or malfunction of the Product during the applicable limited warranty period.

The cost of repair or replacement under the above excluded circumstances shall be borne by You.

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION:

Call : (888) 865-3026, Monday-Friday 8AM-6PM Central Time, excluding holidays.

Or visit our website at <http://www.lg.com>

Or by mail:

LG Electronics Customer Service

P.O. Box 240007

Huntsville, AL 35813

ATTN: Business Support Team

Or by e-mail: [commdisplay@lgsupport.com](mailto:commdisplay@lgsupport.com)