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# Guidance for warranty period

## Warranty terms & conditions :

### Warranty conditions :

1. Warranty is confined to the first purchase of the LG product only & is non-transferable.
2. Proof of purchase (i.e. Purchase invoice or purchase receipt) along with corresponding model and/or the serial number of the unit must be presented when requesting service under warranty.
3. Repairs under warranty shall be carried out by an authorized service personnel only.
4. In case of repairs or replacement of any parts of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Replacement of parts would be purely at the discretion of LGEIL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of LGEIL), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with the model equivalent as deemed by LGEIL.
5. For units installed beyond municipal limits of the jurisdiction of company's authorized service center, on-site warranty is not applicable and it is the responsibility of the customer to contact the nearest authorized service center and bring the unit to the authorized service center at its own cost and risk. All expenses incurred in collecting the units or parts thereof from the company's authorized service center, as well as expenses incurred in deputizing of service personnel/technicians towards conveyance and other incidentals etc. will be borne by the customer. Local Charges for transportation and handling charges may vary from location to location. Customers are advised to verify before.

6. The company or its authorized service center reserves the right to retain any parts or component replaced at its discretion, in the event of a defect being noticed in the equipment during warranty period. Where a warranty is provided the product or part replaced becomes the property of LGEIL.
7. It is the sole responsibility of the customer to provide necessary support to the company if the unit to be installed is not suitable for the installer or the service engineer to reach.
8. This warranty will automatically terminate on the expiry of the warranty period as specified in the warranty table, even if LG product or part may not be in use for any time during the warranty period for any reason.
9. In case of any unpredicted situation and spares not being available, LG's prevailing depreciation policy (subject to the sole discretion of LGEIL & could be change without prior notice) will be applied on the product as a solution.
10. No Dealer/Distributor/Retailer has authority to vary the terms of above warranty.
11. Only courts in state of Delhi and places where LGEIL has its branch office shall have the jurisdiction for settling any claims, disputes arising under the warranty.

## Warranty limitations :

1. Damage or Failure caused by unauthorized modification or alteration or if it is used for other than the intended purpose or caused by improper or reckless use, which shall be determined by the company personnel.
2. The unit shall be operated at input voltage and frequency as per the user manual. Any failure due to voltage / fluctuation beyond specified tolerance will not be covered under warranty.
3. Consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the LG product. The company's obligation under this warranty shall be limited to repair of defective parts only under the warranty period.
4. Warranty does not cover repair of any external accessories supplied by Dealer/LG as promotional scheme irrespective whether the same is manufactured by LG or some other manufacturer, installation & configuration of drivers, network & hardware optimizations, cabling or connection.
5. 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 defect in materials or workmanship and is reported within fifteen (15) days of purchase (Call 0806-937-9999).

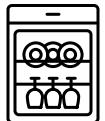
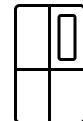
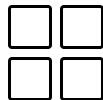
6. On removal, tampering or alteration of any identification labels on the machine or any of its components including serial number
7. If the product has not been installed, operated, maintained or used in accordance with the instructions and / or specifications given in the Operating Instruction Booklet provided with the product.
8. The warranty card is not completed properly at the time of purchase.
9. Any defects, damage, malfunction or failure resulting from alterations, accident, misuse, abuse (viz , spurious/fake accessories, scratches on screen, forcible attachment into USB port resulting in damage of pins, using liquids or non-recommended cleaners on screen or CD- Rom lenses etc.), fire, liquid spillage, miss-adjustment of controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorized repairs by any persons, use of defective or incompatible accessories, the operation of a computer virus of any kind, exposure to abnormally corrosive conditions, improper installation, repair or maintenance or entry by any insect, vermin or foreign object in the Product. Improper repair includes use of parts not approved or specified by LGEIL.
10. Damage or missing items to any display, open box, discounted or refurbished product.
11. Warranty doesn't cover any compatibility and connectivity issue.
12. Damage caused by commercial, business or industrial purpose, except the air conditioning commercial systems and B2B products. The warranty is valid for equipment dedicated to domestic use only. Commercial or industrial use means products are subjected to harsh and repetitive work involving abuse whose components are forced to operational limits
13. Goods(products) that are not distributed within the region of LG India.

## Warranty period : by product

AllAir  
conditioners

Refrigerators

Washing  
machineDish wa



## Refrigerators

Type	Product warranty (years)	Component warranty (years)
Direct cool	1	Compressor - 10
Frost free	1	Compressor - 10
DIOS	1	Compressor - 10

### Additional warranty conditions

1. (4 or 9) years (depending on models) additional warranty on Compressor will continue even after the expiry of 1 year basic warranty period from the date of purchase. This warranty covers Compressor only. Gas/Gas charging will be charged to the customer. Gas charging is included only when compressor is defective & inoperative. During the additional warranty period, it does not cover any part such as condenser, freezer, capillary, suction line, overload protector, relay, thermostat etc. Standard visiting charges will be applicable within the municipal limit of town where LG Electronics India Limited (LGEIL) has its Authorized Service centre. Service outside municipal limit will attract to and fro traveling, other incidental expenses in addition to standard visiting charges, as prevailing policy from time to time. During the warranty period, only the parts replaced or repaired shall be free of costs, but service charges shall always be payable by the customer.
2. If any colored internal or external components are replaced, there will be commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the customer's unit due to continuous

usage of the unit. Any matching components changed at customer's request will be on chargeable basis except the component which actually needed.

3. Special warranty or extended warranties for certain parts of products (Compressor) does not include labor, only parts.