

## **ENHANCED WARRANTY CLAIM FORM**

### **TO RECEIVE PAYMENTS RELATED TO LG REFRIGERATOR COOLING ISSUES OCCURRING AFTER SEPTEMBER 22, 2020**

## **INSTRUCTIONS**

This Enhanced Warranty Claim Form is for LG Refrigerator owners who have experienced a No-Cooling Event ***after*** September 22, 2020. A “No-Cooling Event” is described in the attached Notice of Proposed Class Action Settlement. You may be eligible for benefits from LG as a result of a class action settlement.

If you experienced a No-Cooling Event ***before*** September 23, 2020, please **do not use this Enhanced Warranty Claim Form**. Instead, use the Claim Form available at [www.LGFridgeSettlement.com](http://www.LGFridgeSettlement.com).

To receive a payment for a No-Cooling Event ***after*** September 22, 2020, you may complete and submit this form directly to LG following the directions below.

The Enhanced Warranty is available to purchasers of certain eligible models manufactured between January 1, 2014 and December 31, 2017.

**For a full description of available benefits and eligible models, visit [www.LGFridgeSettlement.com](http://www.LGFridgeSettlement.com).**

### **How To Complete This Enhanced Warranty Claim Form**

1. There are two ways to submit this claim form to LG: (a) by email to [ref.cooling@lge.com](mailto:ref.cooling@lge.com); or (b) by U.S. Mail sent to the following address: LG Electronics Alabama, 201 James Record Rd., Huntsville, AL 35824. If you submit your claim by U.S. mail, make sure to include the completed and signed claim form and all supporting materials in one envelope.
2. All questions below must be answered. Please type or print your responses in ink. Write “Not Applicable” if the question does not apply to you.
3. You must support your Enhanced Warranty claim with documentary proof. To receive the maximum possible recovery, you should support your Enhanced Warranty claim with all available receipts, invoices, photographs, payment card records, inspection records, insurance records, or any other available proof. Please keep a copy of your claim form and supporting materials you submit. Do not submit your only copy of the supporting documents. Materials submitted will not be returned. Copies of documentation submitted in support of your Enhanced Warranty claim should be clear and legible.
4. If LG has any questions regarding your claim after it is submitted, you will be notified by phone or email. You must respond to any request by LG for additional information. If you do not respond, LG may be unable to process your claim, and you may waive your right to receive money under the Settlement.
5. If you have any questions, please contact LG by email at [ref.cooling@lge.com](mailto:ref.cooling@lge.com) or by telephone at 1-800-243-0000, or send your question to LG by U.S. mail to the following address: LG Electronics Alabama, 201 James Record Rd., Huntsville, AL 35824.
6. **You must notify LG if your address changes. If you do not, you may not receive your payment.**

### **Deadline**

Your Enhanced Warranty claim must be submitted to LG within five (5) years after the date you purchased your LG Refrigerator.

### **After You Submit Your Enhanced Warranty Claim**

If you submit your claim by email, then you will receive an electronic confirmation that your claim has been received.

If you submit your claim by U.S. mail, you will not receive an acknowledgment of receipt from LG. If you want to be assured that your claim and supporting materials were received, please use a shipping method that provides delivery confirmation.

LG will make payment within 60 days from the receipt of your Enhanced Warranty claim, provided that you submitted supporting documentation for your claim. If you are contacted by LG for additional information, please respond promptly.

UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NEW JERSEY

*BENTLEY, ET AL. v. LG ELECTRONICS U.S.A., INC.*, No. 19-cv-13554 (D.N.J.)

## Enhanced Warranty Claim Form

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### I. YOUR CONTACT INFORMATION AND MAILING ADDRESS

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Provide your name and contact information below. You must notify LG if your contact information changes after you submit this form.

First Name

Last Name

Street Address

City

State

Zip Code

Home Phone

Cell Phone

Work Phone

Email Address

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### II. INFORMATION ABOUT YOUR LG REFRIGERATOR AND PURCHASE

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**Note:** The model number and serial number of your LG Refrigerator appear on the sticker on the inside door of your LG Refrigerator, your owner's manual, purchase receipt, invoices for in-home delivery of your LG Refrigerator, service tickets, repair documents, or certain communications with LG.

**Please provide the information requested below:**

**TAKE A PICTURE OF THE STICKER ON THE INSIDE DOOR OF YOUR REFRIGERATOR AND SUBMIT IT WITH THIS FORM. (PLEASE CHECK THAT THE MODEL NUMBER AND SERIAL NUMBER ARE READABLE). PLEASE ALSO PROVIDE PURCHASE INFORMATION BELOW AND SUBMIT ANY OTHER PROOF OF PURCHASE IF AVAILABLE.**

Model Number of Your LG Refrigerator

Serial Number of Your LG Refrigerator

Date of Purchase of Your LG Refrigerator (be as specific as possible)

Location / Retailer of Purchase of Your LG Refrigerator

<p>Are you a resident of the U.S. or its territories who purchased an eligible LG Refrigerator from an authorized retailer for household use?</p> <p>(The list of eligible models is available on the Notice of Proposed Class Action Settlement and on the settlement website, <a href="http://www.LGFridgeSettlement.com">www.LGFridgeSettlement.com</a>)</p> <p>If you answer <b>NO</b> to this question, then please <b>STOP</b> as you are not a Settlement Class Member entitled to compensation under the Settlement.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
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### III. PAYMENT SELECTIONS

Provide responses for each of Section (1-3) below.

<p><b>After September 22, 2020, and within five (5) years from purchasing my LG Refrigerator, I experienced one or more of the following in connection with a No-Cooling Event on my LG Refrigerator:</b></p>	<p><b>Please fill in the blanks if applicable and select one box from each section that applies to you:</b></p>
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<p>1. <b><u>Unsuccessful Repairs</u></b></p> <p>My LG Refrigerator had two No-Cooling Events, both of which were reported and serviced, but even though it was serviced <b>twice</b>, my LG Refrigerator had at least one more No-Cooling Event.</p>	<p>Enter the total number of No-Cooling Events you experienced with your LG Refrigerator: _____</p> <p><b>Select one of the following:</b></p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I experienced one or more additional No-Cooling Event(s), after two Unsuccessful Repairs within 5 years of purchasing my refrigerator and am submitting proof for each of the No-Cooling Events listed below.</p> <p>Enter the date of all No-Cooling Events on your LG Refrigerator: (attach an additional page if necessary):</p> <p>____ / ____ / _____</p> <p>____ / ____ / _____</p> <p>____ / ____ / _____</p> <p>Name of the Repair Service Provider(s):</p> <p>_____</p> <p>Examples of acceptable proof include <b><u>phone records, invoices, bills, repair records, cancelled checks, work orders, photographs, payment records, etc.</u></b></p>
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2.	<p><b><u>Delayed Service</u></b></p> <p>I waited more than thirty (30) days after the date I first reported a No-Cooling Event to LG before my LG Refrigerator was repaired. (Count of waiting days excludes the date reported and the date repaired.)</p>	<p><b>Select one of the following:</b></p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I experienced Delayed Service within 5 years of purchasing my refrigerator as listed below and am submitting proof of more than 30 days of repair delay.</p> <p>Enter the date that the No-Cooling Event was first reported to LG:</p> <p>___ / ___ / _____</p> <p>Enter the date of repair:</p> <p>___ / ___ / _____</p> <p>Name of the Repair Service Provider:</p> <p>_____</p> <p>If you experienced delays related to more than one No-Cooling Event, please provide the dates applicable to each event. Attach an additional page if necessary.</p> <p>Examples of acceptable proof include <b><u>phone records, invoices, bills, repair records, cancelled checks, work orders, photographs, payment records, etc.</u></b></p>
3.	<p><b><u>Property Loss or Damage</u></b></p> <p>I experienced property loss or damage related to a No-Cooling Event with my LG Refrigerator (including the value of spoiled food, beverages, medicine, or other perishables, or the value of damage to property such as from leaking or repairs) when the No-Cooling Event occurred within 5 years of purchase.</p> <p>You can include and add up Property Loss or Damage from multiple No-Cooling Events.</p>	<p>Enter the total amount of Property Loss or Damage here: \$ _____</p> <p>Provide a brief description of the property lost or damaged (for example, groceries, beverages, prescription drugs, damage from leaking, damage to floors, etc.) and the approximate dollar amount of each category of loss or damage (attach an additional page if necessary):</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>Select one of the following:</b></p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I am submitting proof of Property Loss or Damage.</p> <p>Examples of acceptable proof include <b><u>food and beverage receipts, grocery store receipts, photographs, invoices, bills, repair records, payment records, etc.</u></b></p>

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#### IV. VERIFICATION AND ATTESTATION UNDER OATH

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By signing below and submitting this Enhanced Warranty Claim Form, I hereby swear under oath that I am the person identified above and the information provided in this Enhanced Warranty Claim Form is, to the best of my knowledge, true and correct, and that I have not submitted another claim in connection with this Settlement and know of no other person having done so on my behalf.

\_\_\_\_\_  
Your signature

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
MM DD YYYY

\_\_\_\_\_  
Your name

#### **REMINDER CHECKLIST**

1. Please check and make sure you answered all the questions on the Enhanced Warranty Claim Form as requested.
2. Please check and make sure that you signed and dated the Enhanced Warranty Claim Form.
3. Remember to enclose copies of the supporting documentation. Supporting proof may include receipts, invoices, photographs, payment card records, inspection records, insurance records, or other reasonable proof.
4. Please keep a copy of your completed Enhanced Warranty Claim Form and any supporting documentation for your own records.
5. If you desire an acknowledgment of receipt of your Enhanced Warranty Claim Form, please submit your claim form by email to [ref.cooling@lge.com](mailto:ref.cooling@lge.com), or use a form of mailing that will provide you with a return receipt.
6. If you move or change addresses while your claim is pending, please make sure you provide LG with your correct updated address to make sure you receive any payment owed to you under the Settlement's Enhanced Customer Care Program.
7. If you have any questions, please first refer to the settlement website, [www.LGFridgeSettlement.com](http://www.LGFridgeSettlement.com). You may also contact LG by email at [ref.cooling@lge.com](mailto:ref.cooling@lge.com) or by telephone at 1-800-243-0000, or send your question to by U.S. mail to the following address: LG Electronics Alabama, 201 James Record Rd., Huntsville, AL 35824.

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