



**LG Electronics Canada Inc.
Accessible Customer Service Plan**

LG Electronics Canada, Inc. (LG) is committed to excellence in serving all customers including people with disabilities. In order to provide an inclusive environment and customer experience, LG is committed to the following:

Assistive Devices

People with disabilities who use assistive devices may use those devices when accessing our services or facility.

Communication

Customer service will be provided to people with disabilities in ways that are accessible for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

Support persons for people with disabilities are welcomed on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, LG will attempt to notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Training

LG will provide training to employees who deal with the public and/or are involved in the development of policies, plans, practices and procedures related to the provision of our goods and services to people with disabilities.

Feedback process

Customers can provide feedback by email, live chat, telephone, or mail.

All feedback, including complaints, will be reviewed and directed to the appropriate party, who will follow up with the customer.

- Visit [our website](#) to communicate via email or live chat
- Call toll-free: 1-888-542-2623
- Mail: LG Electronics Canada, Inc., 20 Norelco Drive, North York, ON, M9L 2X6



Notice of Availability

LG has made this plan available online. This plan will be made available in accessible formats upon request.

Modifications to This or Other Policies

Any policy of LG that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.