Gift Redemption Registration Form

LG Life's Good

Thank you for purchasing LG products. You can redeem gift at ease by completing the below few steps upon any purchase of designated products within promotion period.

1. Complete and submit the gift redemption registration form and supporting documents within 30 days after purchase.
2. Confirmation email and WhatsApp notification^ will be received after preliminary verification. Please check your email/WhatsApp account accordingly.
3. Bring along the required documents# to redemption centre for final verification and gift redemption. (except gift with direct delivery)

Remark: a. If the product is delivered more than 30 days after the invoice date, the customer must send a WhatsApp message to (852) 9333 5376 within 14 days of delivery date. The message should include:
   i. A gift redemption registration form with all the required information and supporting documents. Please refer to the LG Gift Redemption Terms & Conditions specified in Paragraph 6.
   ii. An Installation Job Sheet provided by the LG installation team.
   b. Gift redemption registrations will only be accepted for deliveries and installations that occur within 120 days of the invoice date. Late registrations will not be accepted.

Registration Methods

1. **Online –** Complete the gift redemption registration form on website: **https://www.lg.com/hk_en/support/promotion-gift/**
2. **WhatsApp –** Complete the gift redemption registration form below and send the image of the form to WhatsApp account **(852) 9333 5376**
3. **Post –** Complete the gift redemption registration form and send to: **Room B, 2/F, Po On Commercial Building, 198 Nathan Road, Kowloon** (Please specify "LG gift redemption registration")

Customer Information

***Salutation** ☐ Mr ☐ Mrs ☐ Ms

***Name** (Please fill in English and BLOCK LETTERS. Same as valid ID card) ^^

***Email Address** (For notification and confirmation purpose)

***Mobile Number (1)** (For Whatsapp notification & delivery service)

***Mobile Number (2)** (For use as a backup contact)

Purchase Information

***Date of Purchase** (DD-MM-YYYY) ☐☐ ☐☐ ☐☐☐☐

***Place of Purchase**

***Purchase Invoice number## & Electronic Payment Receipt△** (e.g.Visa, Master Credit Card, PayME, Alipay and etc.)

***Product Category (1)** ☐ TV / AV ☐ Applicance ☐ Beauty Product

***Model Number**

***Serial Number** (For TV, a screenshot of the serial number displayed on the TV screen is required)

***Product Category (2)** ☐ TV / AV ☐ Applicance ☐ Beauty Product

***Model Number**

***Serial Number** (For TV, a screenshot of the serial number displayed on the TV screen is required)

***Gift Collection Point** (Please select ONE of below)

☐ **Jordan -** Room B, 2/F, Po On Commercial Building, 198 Nathan Road, Kowloon (Jordan MTR Station Exit D)
☐ **Causeway Bay -** Room 201, 2/F, Shun Hei Causeway Bay Centre, 492 Lockhart Road, Causeway Bay, Hong Kong (Causeway Bay MTR Station Exit C)
☐ **Macau -** Avenida Marginal Do Lam Mau No.553-557, LJS.AW,AV, BLOCO E, EDIF. VAN SION SON CHUN, RC, Macau

Applicable for the gift with Direct Delivery arrangement only *(Macau delivery is currently not available)*

LG gift delivery address

Preferred delivery date

Remark:
1. We will confirm the delivery date with the customer prior to the selected delivery date. The customer must receive the goods within three days of the selected delivery date. Otherwise, the customer will be required to pick up the gift at the redemption center.
2. If the customer needs to change the delivery date or address, they must contact the Redemption Center no later than three working days before the originally selected delivery date to make the necessary arrangements.
3. Delivery hours are from 12:00 to 18:00.
4. Our delivery service is limited to Hong Kong local delivery, covering Hong Kong Island, Kowloon, the New Territories and designated outlying island areas.
5. If the truck cannot reach the delivery location directly with special manpower / move product for stairs arrangements required, there will be extra cost to be paid by customer.

Declaration and Signature

By signing this form, I,

1. hereby acknowledge, authorize and agree your provision of my personal data (including my name, contact number, correspondence address and email, etc.) collected during my participation of the above promotion activities organized by LG ELECTRONICS HK LIMITED (hereafter referred as "LGEHK") to its affiliates and/or authorized third parties, in order to redeem the gift, enjoy any after sale services, LG electronics products service information, promotion update information, etc. LGEHK shall use and protect the customers' personal data in accordance with the rules and regulations set out under the "Personal Data (Privacy) Ordinance (Cap. 486)" of Hong Kong as well as the Privacy Policy of LGEHK. For details of LGEHK's privacy policy, please visit the LGEHK's website: **www.lg.com/hk_en/privacy**;
2. represent and warrant all information provided by me in this form is true and complete;
3. agree LGEHK in its absolute discretion may decline my redemption; and
4. acknowledge and agree to LGEHK Terms & Conditions stated in the Official website of LGEHK and all terms and conditions bounded by the companies in association with LGEHK.

☐ I would like to receive any product information or promotion from LG ELECTRONICS HK LIMITED in the future.

All information you provided will be treated in strict confidential.

Signature

Date

For enquiry, please contact customer service hotline (852) 3580 2908.

^ WhatsApp notification service is only available in Hong Kong & Macau.
# The required supporting documents for gift redemption, please refer to the LG Gift Redemption Terms & Conditions specified in paragraph 6.
* This field must be filled for successful registration.
^^ If the Customer is not a HKID Card holder, please provide the valid passport number for final verification.
Handwritten invoice is not accepted.
△ Full payment is required to be made within the specified promotion period.

Gift Redemption Centre

	KOWLOON	HONG KONG	MACAU
Address	Room B, 2/F, Po On Commercial Building, 198 Nathan Road, Kowloon (Jordan MTR Station Exit D)	Room 201, 2/F, Shun Hei Causeway Bay Centre, 492 Lockhart Road, Causeway Bay, Hong Kong (Causeway Bay MTR Station Exit C)	Avenida Marginal Do Lam Mau No.553-557, LJS.AW,AV, BLOCO E, EDIF. VAN SION SON CHUN, RC, Macau
Opening Hours			
Mon-Fri	11:30-19:30	11:30-19:30	09:00-13:00 & 14:30-18:30
Sat	11:30-19:30	11:30-19:30	09:00-13:00
Sun	14:00-18:00	Closed	Closed
Public Holidays & Dec 31	Closed	Closed	Closed (Opening on Dec 31)
Customer Hotline	(852) 3580 2906	(852) 3580 2906	(853) 2826 0302

LG Gift Redemption Terms & Conditions
http://www.lg.com/hk_en/support/promotion-gift

For the arrangement of Typhoon and Black Rainstorm Warning Signals as well as the special service hours and other T&Cs, please refer to **www.lg.com/hk_en/promotiongift**

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