

**Updated 04/03/2024**

**[Additions are limited to amending the model numbers, as outlined below]**

## **LG 5 Year Warranty Promotion:**

### **Free 5 Year Warranty on Selected Laundry Products**

Purchase a Qualifying Product (as listed in our terms) in the Territory within the Promotional Period and sign up within 90 days of purchase on <https://www.lg.com/uk/5yearwarranty> to receive a 5 year parts and labour warranty on your Qualifying Product (rather than the standard 2 years). Internet access is required. Terms and conditions apply, see below for further details (especially on the Promotion Periods).

## **Terms and Conditions**

All laundry products sold by LG Electronics U.K. Ltd ("LG") come with a standard free 2 year warranty and this covers parts and labour.

Subject to you registering your Qualifying Product in accordance with these terms and conditions, the Promotion extends the standard warranty cover by a further 3 years, so you receive a 5 year warranty in total running from the **date of purchase**. Please note, this offer does not apply to products purchased for commercial use.

Notwithstanding the duration, this 5 year warranty is also subject to the warranty conditions listed in the standard warranty literature that came with your Qualifying Product.

This 5 year warranty is distinct from (and in addition to) a 10 year (or 20 year for select models), parts only (not labour) warranty that LG gives on the Direct Drive Motor, which runs from the date of purchase.

To activate the promotional warranty please register your appliance at <https://www.lg.com/uk/support/product-support/product-registration> within 90 days of purchase.

These promotional warranty conditions are additional to, and complement the standard warranty conditions as supplied with the product.

### **Promotional Periods and Qualifying Products:**

<b>Promotional Period:</b>	<b>Qualifying Products</b>	<b>Territory</b>	
<b>01/12/23 – 31/05/24</b>	The prefixes below are the models qualifying.	United Kingdom and ROI	
	LSWD100E		F4Y511WBLN1
	FH4G1BCS2		F4C510GBTN1
	F4V910BTSE		F4C510WBTN1
	F4V910WTSE		F4A510GBLN1
	F4V309SNE		F4A510WWLN1
	FCV309WNE		F4Y510GBLN1
	FWV796STSE		F4Y510WBLN1

	FWV796WTSE F4Y913BCTA1 F4Y913WCTA1 F4Y909WCTN4 F4Y711BBTA1 F4Y711WBTA1 F4Y710BBTA1 F4Y709WBTA1 F4Y713BBTN1 F4Y711BBTN1 F4Y709WBTN1 F2Y709BBTN1 F2Y709WBTN1 F2Y708WBTN1 F4Y511GBLA1 F4Y511WWLA1 F4Y509GBLA1 F4Y509WWLA1 F4Y513WWLN1	F4Y509GBLN1 F4Y509WBLN1 F2C509GBTN1 F2A509GBLN1 F2Y509WBLN1 F2Y508WBLN1 WT1210BBTN1 FWY937BCTA1 FWY937WCTA1 FWY996BCTN4 FWY996WCTN4 FWY916BBTN1 FWY916WBTN1 FWY706GBTN1 FWY706WWTN1 FWY606GBLN1 FWY606WWLN1 FWY696GBLN1 FWY696WWLN1 FWY385WWLN1	
	The prefixes below are the models qualifying added 04/03/2024, these will be applicable for the total Promotion Period.		
	F4V309WNW F4V310SSE F4V509SSE F4V510SSE F4V709WTSE F4V710WTSE F4V710STSE F4V710STSH F4V709STSA	F4V710STSA F6V1110WTSA F6V1110BTSA F4V1112WTSA F4V1112BTSA FWV917WTSE FWV1128WTSA FWV1128BTSA	

**Territory:**

UK and Northern Ireland.

Republic of Ireland (ROI) is included only where specified, please see the table above.

**Additional Conditions:**

LG reserves the right to amend these terms and conditions at any time and to amend or withdraw this Promotion at any time.

These promotional warranty conditions are valid for any person who has purchased and legally acquired possession of the Qualifying Product during the Promotional Period in the Territory.

The promotional warranty only applies to the purchase of new (not second-hand) Qualifying Products. It is non-transferable and in the event of a change of ownership will not be valid unless LG has provided its written approval.

This warranty is only valid when accompanied by the original invoice, sales receipt or formal confirmation from LG of the warranty period.

Subject further to the conditions of the warranty supplied with the product, if the serial number is defaced, missing or illegible, the warranty with LG is null and void. In this case, you should contact the dealer from whom the product was purchased.

**Duration:**

The promotional warranty is effective from the purchase date during the Promotional Period. The standard warranty period on LG laundry products is two (2) years. Where an LG five (5) year promotional warranty is offered this extends the standard period of cover by three (3) years.

For any promotional warranty the Qualifying Product must be registered within 90 days of purchase, and this will extend the cover from the purchase date.

In addition the Direct Drive motor is provided with a limited 10 year (or 20 for select models) parts only warranty from the date of purchase.

**Services:**

LG's obligations are limited to the successful repair or, at its discretion, replacement of the product or defective component(s).

LG shall, at its option a) repair the LG Qualifying Product using new or refurbished parts that are equivalent to new in performance and reliability or b) replace the LG Qualifying Product with a product that is formed from new and/or refurbished parts that are equivalent to new in performance and reliability and/or any other suitable option at its discretion

Warranty repairs must be carried out by LG Service Engineers, an LG authorised dealer or an authorised LG Service Centre, as dictated by LG.

**Exclusions:**

The same exclusions and limitations apply to the promotional warranty as set out in the standard warranty conditions supplied with the product and the following are not covered under LG's warranty:

- Any costs relating to transport including delivery, removal or installation of the product
- Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear.
- Incorrect installation, misuse, or faults caused by the user through operating errors or lack of care and maintenance.
- Use of the product outside of its normal purposes.
- Damage caused by Lightning, Water, Fire, Acts of God, War, Public Disturbances, incorrect mains voltage, improper or insufficient ventilation or any other cause beyond the reasonable control of LG.
- Faulty repairs or repairs carried out by parties other than LG Service Engineers, an LG authorised dealer or an authorised LG Service Centre.

**Liability:**

The consumer's statutory rights whether against the retailer arising from the purchase contract or otherwise are not affected by this warranty.

Unless the applicable legislation states anything to the contrary, the rights under this warranty are the consumer's sole rights and LG, its subsidiaries and distributors shall not be liable for any indirect or consequential loss or damage to any other related equipment, software or material. Where applicable legislation and these terms differ, only the parts that are affected will be subject to the applicable legislation and all other parts of the terms remain in force. These terms and conditions are governed by UK law and any dispute or matter arising out of these terms or the promotion shall be under the exclusive jurisdiction of the UK courts.

**Law:**

LG shall comply with its obligations under data protection legislation (including the EU General Data Protection Regulation and the UK Data Protection Act 2018) and shall only share personal data for the purposes of fulfilling the extended warranty, as stated under these terms or by contractual necessity or legitimate interest. Please see our [Privacy Policy](#) for further details.

**Contact:**

For queries relating to warranty or product service please visit our [Contact Us](#) page:

**The Promoter:**

LG Electronics U.K. Limited - Velocity 2, Brooklands Drive, Weybridge KT13 0SL