

LG Redemption



For Gift Redemption

Eligible Purchase

Purchase designated LG products via LG Authorized Dealers



Redeem

Eligible customer can register for redemption within 30 days after purchase



LG will confirm the receipt of registration by email and WhatsApp within 14 days

Redemption Successful

Once redemption is confirmed,
LG will send the Collection
Notification or Direct Delivery
Notification to eligible customer
by email and WhatsApp
within 30 days



Eligible customer can collect gift according to the details listed in the Collection Notification

Gift Delivery

Eligible customer will receive a Delivery
Arrangement
Confirmation Call

For eVoucher / Extra Warranty Period

Eligible Purchase

Purchase designated LG products via LG Authorized Dealers



Register to Redeem

Eligible customer can register for redemption within 30 days after purchase



LG Confirmation

LG will confirm the receipt of registration by email and WhatsApp within 14 days

Customer Email Verification

Eligible customer is required to verify the email address by clicking the link on the Registration Confirmation email within 14 days



Redemption Successful

Once redemption is confirmed, LG will send the eVoucher/ Extra Warranty Confirmation to eligible customer email within 30 days

- * Please contact LG Redemption Customer Service Hotline at (852) 3580 2908 if you failed to receive any feedback after 30 days of redemption registration
- * The following supporting documents to redeem the entitled gift.
- a. Customer's original copy of the HKID Card / Passport as registered
- b. Eligible purchase invoice (original and photocopy)
- c. Original bar code with serial number and model number from the product carton box
- d. The email or Whatsapp confirmation for gift collection period
- e. Relevant product online registration confirmation email (printable version)