



Enhanced Service Plan

For Commercial Customers

LG is raising the standard of commercial display with our Enhanced Service Plan, known simply as ESP. The plan covers commercial grade TVs and digital signage displays.

Maximize your investment through the LG Enhanced Service Plan

Offering innovative and comprehensive service solutions tailored specifically to the needs of your business is important to LG. Our Enhanced Service Plan provides additional extended repair and service upgrades for your commercial LG products.

Go to LGsolutions.com and link to our social media sites.



BLOG FACEBOOK TWITTER LINKEDIN YOUTUBE SPICE WORKS

Benefits Of LG Enhanced Service Plan (ESP):

LG's Enhanced Service Plan protects your investment by offering extended service coverage provided by LG for commercial displays in the hospitality, healthcare, and digital signage markets. By offering this program, you will enjoy the added peace of mind that comes with knowing your products are protected.

- ✓ Competitive ESP pricing
- ✓ Up to an extended 3 years of parts and labor protection is available
- ✓ 24 or 48 hour Quick Swap (Advanced Exchange) maximizes up time of your display unit
- ✓ No limitation on number of repairs and swaps
- ✓ LG Authorized service technicians
- ✓ Hassle-free shipping & handling
- ✓ White-glove service with de/re-installation
- ✓ Service contract fully transferable within the United States

Service Options:



Extended Service – extends the length of warranty coverage of the product beyond basic warranty.



Quick Swap (Advanced Exchange) – Minimizes down time of device and quickly gets the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit. Service call for Advanced Exchange delivery must be made by 2:00 PM CST.

- Next Business Day Exchange
- 2nd Business Day Delivery



White-glove Quick Swap (Advanced Exchange) – An LG authorized technician will meet with you onsite. Technicians will remove, re-install, and return product. Service calls for Advanced Exchange delivery must be made by 2:00 PM CST.

- Next Business Day Exchange
- 2nd Business Day Delivery



Guidelines for LG's Enhanced Service Plan (ESP):

Information Needed to Activate or Schedule Service for Your ESP

LG's standard or ESP warranty begins at the time of installation. However you should always retain:

- Model Number, Serial Number, Description of Problem, Location of Unit, Contact Name, Phone Number & Email, Purchase Date and Property Name
- NOTE: Proof-of-Purchase may be required for service at LG's discretion. Call 888.865.3026 to schedule service.

Terms and Conditions for LG's ESP

Your LG product warranty documentation provides detailed warranty terms and conditions. T&C's will be delivered with the purchase of the warranty. Send your request to offering.desk@lge.com

Service Plan Cancellation Policy







Cancellation must be within 30 days of purchase to receive a full refund, less and claims paid.

Shipping The Product That Needs To Be Returned For Replacement Or Repair

Customer is responsible for packaging and returning of product. LG will provide a return shipping label.

ESP Overview:

Additional warranty services for LG commercial grade TVs and monitors are available at competitive prices. Below is a list of service options with its terms and conditions to meet the needs of your business.

Value-Add Enhanced Service Plan Options	 Commercial TV	 Digital Signage and Video Wall	 Hospitality and Healthcare TV	 Desktop and Medical Monitors
 Extended Service Term***	3YR/4YR/5YR TTL** Coverage (Extended 1YR/2YR/3YR)	4YR/5YR TTL Coverage (Extended 1YR/2YR)	3YR/4YR/5YR TTL Coverage (Extended 1YR/2YR/3YR)	4YR/5YR TTL Coverage (Extended 1YR/2YR)
 Quick Swap* (Advanced Exchange)	24 HR ¹ / 48 HR ¹	24 HR ¹ / 48 HR ¹	24 HR ¹ / 48 HR ¹	24 HR ¹ / 48 HR ¹
 White-glove Quick Swap* (Advanced Exchange)	24 HR ¹ / 48 HR ¹	24 HR ¹ / 48 HR ¹	24 HR ¹ / 48 HR ¹	N/A

* Replacement: LG certified refurbished will be provided

** TTL, Total Term Length

¹ Exceptions may apply for models over 65 inches. Not available to all destinations under the circumstances such as geographic locations, weather conditions, national or local disruption in transportation network (as operated and determined by shipping company). Service calls must be made by 2PM CST, calls received after cut off period will be processed the next day. Hours of operation Mon-Fri 8AM-6PM. Please call 888-365-3026 for service.

*** 6YR Standard extended warranties available for select models.



ESP Purchase
Commercial TV/Monitor Signage/Video Wall: 800.897.8871
Hospitality/Healthcare TV: 800.228.1236
Email Address: offering.desk@lge.com
Website: <http://www.lg.com/us/support/business/enhanced-service-plan>

ESP Service
Call: 888.865.3026 | Service Option 1, then 1
Email: comm.display@lge.com
 8 am-6pm, Central Time M-F



Commercial TVs



Service call for Advanced Exchange delivery must be made by 2:00 PM CST.
If you have additional questions or would like to purchase LG's Enhanced Service Plan for your recently purchased displays, please contact your sales representative:

2-Year TTL Options

- 24h** **Quick Swap (Advanced Exchange)**
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48h** **Quick Swap (Advanced Exchange)**
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24h** **White-Glove Quick Swap (Advanced Exchange)**
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48h** **White-Glove Quick Swap (Advanced Exchange)**
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

3, 4 and 5-Year TTL Options

- Extended Service**
Extends length of warranty coverage of the product beyond the basic warranty.
- 24h** **Quick Swap (Advanced Exchange)**
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48h** **Quick Swap (Advanced Exchange)**
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24h** **White-Glove Quick Swap (Advanced Exchange)**
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48h** **White-Glove Quick Swap (Advanced Exchange)**
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.



Digital Signage | Video Wall



3-Year TTL Options

- 24hr** **Quick Swap (Advanced Exchange)**
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48hr** **Quick Swap (Advanced Exchange)**
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24hr** **White-Glove Quick Swap (Advanced Exchange)**
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48hr** **White-Glove Quick Swap (Advanced Exchange)**
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

Service call for Advanced Exchange delivery must be made by 2:00 PM CST.

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4 and 5-Year TTL Options

- Extended Service***
Extends length of warranty coverage of the product beyond the basic warranty.
- 24hr** **Quick Swap (Advanced Exchange)**
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48hr** **Quick Swap (Advanced Exchange)**
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24hr** **White-Glove Quick Swap (Advanced Exchange)**
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48hr** **White-Glove Quick Swap (Advanced Exchange)**
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

* 6YR option available for select models.



Hospitality | Healthcare TV



Service call for Advanced Exchange delivery must be made by 2:00 PM CST.
If you have additional questions or would like to purchase LG's Enhanced Service Plan for your recently purchased displays, please contact your sales representative:

2-Year TTL Options

- 24h Quick Swap (Advanced Exchange) Next Business Day Delivery**
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48h Quick Swap (Advanced Exchange) 2nd Business Day Delivery**
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24h White-Glove Quick Swap (Advanced Exchange) Next Business Day Delivery & Service**
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48h White-Glove Quick Swap (Advanced Exchange) 2nd Business Day Delivery & Service**
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

3, 4 and 5-Year TTL Options

- Extended Service**
Extends length of warranty coverage of the product beyond the basic warranty.
- 24h Quick Swap (Advanced Exchange) Next Business Day Delivery**
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 48h Quick Swap (Advanced Exchange) 2nd Business Day Delivery**
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.
- 24h White-Glove Quick Swap (Advanced Exchange) Next Business Day Delivery & Service**
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.
- 48h White-Glove Quick Swap (Advanced Exchange) 2nd Business Day Delivery & Service**
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.



Desktop | Medical Monitors



Service call for Advanced Exchange delivery must be made by 2:00 PM CST.
If you have additional questions or would like to purchase LG's Enhanced Service Plan for your recently purchased displays, please contact your sales representative:

3-Year TTL Options



Quick Swap (Advanced Exchange) Next Business Day Delivery

Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.



Quick Swap (Advanced Exchange) 2nd Business Day Delivery

Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.



Extended Service*

Extends length of warranty coverage of the product beyond the basic warranty.



Quick Swap (Advanced Exchange) Next Business Day Delivery

Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.



Quick Swap (Advanced Exchange) 2nd Business Day Delivery

Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

* 6YR option available for select models.