



## LGMG North America – Warranty Claims Processing Requirements

Below are the requirements for submitting a warranty claim. Please follow these steps carefully to ensure prompt processing.

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### Requirements for Warranty Approval

1. **Customer Information**
    - Customer Name
  2. **Diagnostic Information**
    - List of Error Codes (if present)
  3. **Photo Documentation**
    - Picture of the data plate with Serial Number
    - Pictures of the failed part(s)
    - Picture of the new part installed on the machine
  4. **Parts and Labor Details**
    - List of parts installed
    - Labor hours for the repair
  5. **Documentation**
    - Completed LGMG Claim Form (available on the LGMG website)
    - Work Order
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### Claim Submission Guidelines

- Claims must be submitted within **15 days of work order closure** and no later than **90 days after receipt of parts** from LGMG for the same repair.
  - Warranty information and the claim form can be accessed at:  
<https://www.lgmгна.com/support/warranty/>
  - Submit all completed claim forms and relevant documentation to:  
[warranty@lgmgna.com](mailto:warranty@lgmgna.com)
  - **Subject Line Requirement:** Include the Invoice or Work Order number in the subject line when submitting your claim.
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## Processing Time and Contact Information

- All warranty claims are processed within **1-5 business days**. You will receive a response email once your claim is reviewed.
- Once approved a credit will be applied to customer account. These credits may be applied against customer invoices upon customer request to complete this process with LGMG Accounts Payable department.

[AP@LGMGNA.com](mailto:AP@LGMGNA.com)

- For further assistance, please contact:
  - **Office:** 833-288-5464 ext. 117
  - **Email:** [warranty@lmgna.com](mailto:warranty@lmgna.com)

LGMG NA - Warranty Reimbursement Detail			
Effective Date		1-Jan-24	
Category	Reimbursement	Unit	Comment
Parts	Purchase Price		
Labor - Shop	\$105.00	Per hour	Adjusted annually
Labor - Field	\$105.00	Per hour	Adjusted annually
Labor - Travel	Not covered	Per hour	
Mileage	\$4.00	Per mile	Maximum 300 miles per claim
Other - Sublet	At cost		Outside repair invoice submission
Machine Transport	Not Covered		
Machine Rentals	Not Covered		