



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.

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

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.lgmgna.com/support/warranty/>
- Submit all completed claim forms and relevant documentation to:
warranty@lgmgna.com
- **Subject Line Requirement:** Include the Invoice or Work Order number in the subject line when submitting your claim.



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
- For further assistance, please contact:
 - **Office:** 833-288-5464 ext. 117
 - **Email:** 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		