

## **FREQUENTLY ASKED QUESTIONS**

### **What are the valid dates for this promotion?**

The valid purchase must be made between September 8, 2014 and October 6, 2014, furthermore referred to as the “promotion period.” Claims must be submitted online or post-marked by October 20, 2014.

### **Can anyone register for this promotion?**

This offer is intended for participants in the United States only and must be a legal resident of the United States.

### **When do I need to submit my request by?**

Online submissions can be made anytime between September 8, 2014 and October 20, 2014. Submission deadline is October 20, 2014 and all mail-in forms must be postmarked by this date.

### **What are considered as valid purchases for this promotion?**

The LG G3™ handset must be purchased as new at major carriers’ stores and their authorized retailers, authorized national retailers and authorized online dealers during the valid promotion period.

### **How soon will I get my battery and battery charging cradle?**

Upon approval, please allow 4-6 weeks for the products to arrive.

### **What is a 3,000mAh battery?**

3,000 mAh battery is a high-capacity battery that will power your G3 for a very long time. The G3’s 3,000 mAh battery is almost double the capacity of the iPhone 5s, which has only 1,570 mAh, and still larger than the Samsung Galaxy S5’s 2,800 mAh battery.

### **What is a battery charging cradle?**

This is a unique device from LG created to charge your spare LG G3 battery without having to charge it in your phone with the phone connected to a charger. Simply insert your battery in the slot then plug your phone charger into the base and the battery will charge.

### **How do I know if my request was submitted successfully?**

You will get an email confirming that the request has been received and is being processed within 24 hours of submitting the request.

### **How do I know if I am approved?**

You will get an email confirming your approval status within 3-5 days of submission confirmation

**What do I do if my submission is declined?**

Check the reason for declination and check the terms and conditions. If you think you are still eligible, try resubmitting.

**Can I mail in my submission form?**

Yes, there is a print option on the redemption site, [lgg3promo.smsrebate.com](http://lgg3promo.smsrebate.com). Simply download, complete, and mail in along with the required proofs of purchase.

**What do I do if I can't find my IMEI number?**

IMEI numbers can be found on the product box, near the UPC code. For Sprint customers, it may be labeled as MEID-HEX number.

**What if I don't have my UPC code or the product box?**

IMEI number can also be found on the inside-back of the device. Remove the back cover and take out the battery – IMEI number should be listed right under where the battery used to be.

**Do I qualify if I purchased a refurbished or used LG G3?**

Unfortunately, this promotion is only available for purchasing a new device from authorized retailers of LG G3.

**Do I need to pay taxes or shipping fees?**

No taxes, and LG has you covered on the shipping fees.

**How many times can I apply for this promotion?**

You can receive one battery and battery charging cradle for each new LG G3 purchased within the promotion period. Each submission will need to be approved separately, but up to three IMEI numbers can be submitted at once along with the receipt showing equivalent number of G3 handsets purchased.

**Where can I find the terms and conditions for this promotion?**

The full terms and conditions can be found at [LGG3promo.com](http://LGG3promo.com), at the bottom of the page.

**Where can I reach out to if I have any questions regarding this promotion?**

You can send your inquiry via email to [LGG3promo@smsrebates.com](mailto:LGG3promo@smsrebates.com) or call 1-800-793-8896.

**How will you use and/or share my information?**

Participation in this promotion sponsored by LG Electronics, Inc. is completely voluntary. In order to be a valid submission, you will need to provide the requested information listed on the form/submission page.



By participating in this promotion, you will be asked if you'd like to receive news and special offers from LG. If you agree, you will receive occasional promotional email from LG. You can unsubscribe from these emails by using the provided unsubscribe link within the email.

LG has a very strict privacy policy to protect our consumers. Full privacy policy is available at <http://www.lg.com/privacy>.