Global Claim Policy Guidelines
2018

Created to clarify the claim validation rule to the European ASC's

Claim Reasons

Customer Order Error

Claim description: This code is used when the wrong part was ordered due to ASC mistake.

Part no "A" was ordered by mistake.

Minimum proof required for validation of the claim:

1. Part is returned in good condition and original packing.
2. Claim within 1 month after invoice date.

End User No Longer Requires

Claim description: This code is used when the part was delivered over 2 weeks after order date.

Part no "A" was ordered and part no "A" was received but it took more than 2 weeks to receive it.

Minimum proof required for validation of the claim:

1. Part is returned in good condition and original packing.
2. The part was not on Backorder.
   Backorders should be cancelled if the customer no longer requires the part.
3. Delivery date is over 2 weeks after order date.
4. Claim within 1 month after invoice date.

Quantity Shortage

Claim description: This code is used when the customer is missing parts that are invoiced on a shipment due to warehouse error.

Invoiced quantity or quantity mentioned on the delivery note is not equal to the actual received quantity.

Minimum proof required for validation of the claim:

1. Claim missing quantity and part number.
2. Report number of parcels/boxes/pallets received.
3. Claim within 5 days after delivery date.

   If complete delivery is missing, this should be claimed as carrier lost.

Carrier Lost

Claim description: This code is used when package is lost in transit or cannot be found during the delivery. Carrier is not able to trace the shipment.

Part no "A" is ordered but not delivered by the carrier due to carrier reasons.

Minimum proof required for validation of the claim:

1. Missing shipments should be reported within 2 weeks from shipping date.
2. Quantity of received parcels is less than shipped quantity.
3. For partially received shipment POD should support claim.
4. Claim within 1 month after invoice date.

Carrier Damaged

Claim description: This code is used when customer receives damaged parts caused by the transportation.

Part no "A" is received damaged and the box is damaged.

Minimum proof required for validation of the claim:

1. Claim within 5 working days after delivery date.
   According to international regulations carrier damaged must be reported within 5 working days after delivery of the order. Therefore damaged parts should be notified to LGE within 5 working days, so the damage can still be claimed with the forwarder.
2. If parcel is not in good condition (has been repacked/box is damage/carrier tape on the box) always sign POD as "Delivered Damage".
3. Pictures of damage part and box.

Warehouse Damaged

Claim description: This code is used when customer receives damaged parts caused by warehouse mishandling.

Part no "A" is received damaged but the box is in good condition.

Minimum proof required for validation of the claim:

1. Picture of the physically damage part.
2. Picture of outside and inside the box (to check if the w/h packed the parts correctly).
3. Claim within 5 days after delivery date.

In case of panels it is required to include a picture of the panel information (Part number, model and serial no as shown below).

Origin Defective – Claim description

Claim description: This claim is used when the received part has a defect other than physical damage.

Part no "A" was ordered and part no "A" received but not functioning due to defective from the factory (missing components or not functioning). Part cannot be put back on stock and resold.

Minimum proof required for validation of the claim:

1. A clear defect description
2. Picture of the part showing the defect (if viewable)
3. Picture of the labels of the defect product, showing to model and suffix information and picture of factory PO label
4. In case of MC PCB parts (CRB, ERB) the IMEI code and symptom code need to be provided
5. Universal claim form should be provided
6. Claim within 3 months after invoice date

Part need to be stored for 2 months after approval date.

MC PCB parts should be returned to PL warehouse (based on Market Subsidiary guides)

Parts Difference

Claim description: This code is used when a different part is received compared to what was ordered.

Part no A was ordered but part no B was received.

Minimum proof required for validation of the claim:

1. Pictures of received box label, part and label on the part.
2. Pictures of original part and label on the part.
3. Model and suffix number.
4. Clear remark of ordered and received part number.
5. The wrong received part should be returned in good condition.
6. Claim within 1 month after invoice date.

SVC Manual Error

Claim description: This code is used when ASC received the wrong part due to an error in the SVC manual as found in the system.

> *Part no "A" order and part no "A" received but not correct as shown in Exploded View.*

Minimum proof required for validation of the claim:

1. Clear description of what's wrong with the part.
2. Pictures of received box label, part and label on the part.
3. Pictures of original part and label on the part.
4. Model, suffix number and location of ordered part.
5. Return part in good condition.
6. Claim within 1 month after invoice date.

Alternative Error

Claim description: This code is used when ASC received the wrong substitute due to a wrong substitute linked in the systems (GSFS, GCSC or other LG systems).

Part no "A" order but as part "A" is not available for shipping, received substitute part instead.

Minimum proof required for validation of the claim:

1. Pictures of received box label, part and label on the part.
2. Pictures of original part and label on the part.
3. Model and suffix number.
4. Return part in good condition.
5. Claim within 1 month after invoice date.

Unit_P (Unit Price Error)

Claim description: This code is used when an order is invoiced with the wrong price.

Part no "A" ordered and received, but the invoiced price is higher than the ordered price.

Minimum proof required for validation of the claim:

1. Part must be returned in good condition and original packing.
2. Provide parts invoice document showing price to compare the price in GSFS order screen.
3. Claimed within 1 month after invoice date.

New Part Return

Claim description: This code is used when the ASC wants to return New Parts to LGE which the ASC stocked on LGE request or based on special agreement with LGE.

Part no "A" ordered based on the LGE forecast Tool.

Part no "A" ordered based on special contract with LGE.

Minimum proof required for validation of the claim:

1. Part must be returned in good condition and original packing.
2. Agreement should be registered with LGE.

Claim Period & Rate

Claim Code	Claim Period	Claim Rate
Customer Order Error	1 Month	70%
End User No Longer Require	1 Month	100%
Quantity Shortage	5 Days	100%
Carrier Lost	1 Month	100%
Carrier Damage	5 Days	100%
Warehouse Damage	5 Days	100%
Origin Defective	3 Months	100%
Parts Difference	1 Month	100%
SVC Manual Error	1 Month	100%
Alternative Error	1 Month	100%
Unit_P	1 Motnh	100%

Condition of the returned parts

All actual returned parts should be in original and undamaged packing material. The LG warehouse should be able to put the parts on stock without repacking.

- Parts should be returned in original received packing, if received on mini pallets, they should be returned on the mini pallet.
- The boxes should not be written on. RMA slip needs to be attached to each part.
- Pallets for return parts should be packed the best way possible to avoid transportation damage.
- The claims of parts which are not received or received in other then in new undamaged condition will be subject to rejection.
- All parts related to approved RMA request should be returned to LGE within 15 days after approval date unless instructed by LGE.