

LG G4 T-Mobile Micro SD Promotion

FREQUENTLY ASKED QUESTIONS

What are the valid dates for this promotion?

The valid purchase must be made from May 27, 2015 through June 30, 2015, referred to as the “promotion period.” Submission must be successfully registered online or postmarked by Wednesday, July 15, 2015.

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?

Submission must be successfully registered online or postmarked by Wednesday, July 15, 2015.

What are considered as valid purchases for this promotion?

The LG G4™ handset must be purchased as new at T-Mobile stores and their authorized retailers, authorized national retailers and authorized online dealers during the valid promotion period.

- Amazon
- Best Buy
- Costco
- Sam’s Club
- T-Mobile
- Target
- Walmart
- Carrier authorized retailers reselling operator services

How soon will I get my micro SD Card? Upon approval, please allow 4-6 weeks for the products to arrive.

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, lgg4T-Mobilepromo.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.

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 G4?

Unfortunately, this promotion is only available for purchasing a new device from authorized retailers of LG G4.

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 128GB micro SD, for each new LG G4 purchased within the promotion period.

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

The full terms and conditions can be found at LGG4T-Mobilepromo.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 LGG4T-MobilePromo@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>.