

## **Sprint Free Leather Back Cover & Battery Promotion Frequently Asked Questions**

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

The valid purchase must be made between July 1<sup>st</sup>, 2015 and September 10<sup>th</sup>, 2015, furthermore referred to as the “promotion period.” Claims must be submitted online or post-marked by September 24<sup>th</sup>, 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. LG will only ship to addresses within the 50 states, Washington D.C. and Puerto Rico.

### **Is this offer available to people who have already redeemed for the June battery/SD card promotion?**

Unfortunately, only one promo offer is redeemable per IMEI number. If the device IMEI has already been submitted for a previous promotional offer, we cannot accommodate your request for the free leather back cover and battery promotion.

### **What if I bought the device in June but didn't know about the battery/SD card promotion? Can I get the leather back cover instead?**

If the IMEI number hasn't been redeemed for a promotion yet, we will try and accommodate your request for the July promo item as supplies last after our team validates the purchase.

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

Online submissions can be made anytime between July 1<sup>st</sup> – September 10<sup>th</sup>, 2015. Submission deadline is September 24<sup>th</sup>, 2015 and all mail-in forms must be postmarked by this date.

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

The LG G4™ handset must be a U.S. model and purchased as new at S and their authorized retailers, authorized national retailers and authorized online dealers during the valid promotion period. Purchases from third-party including individual sellers will not be honored.

### **What is included in this promotion?**

A leather back cover in one of five limited-edition colors, an extra LG G4 battery, and battery charging cradle.

### **How soon will I get my free leather back cover and battery/battery cradle?**

Upon approval, please allow 2-4 weeks for the item(s) to arrive.

**What colors are included in the limited-edition leather back cover promo?**

The limited-edition colors that are available exclusively through LG.com and this limited-time promotion are: light sky blue, red, orange, yellow and pink. If the consumer chooses pink, there will be a delay in delivery due to the color being backordered.

**Will I get to choose the color I want?**

We will try our best to accommodate the color of your choice. If the color is temporarily out of stock we will note that the particular color is on backorder and give you an option to choose a different color or wait to receive the color you have chosen.

**How do I get a tan leather or black leather back cover I've seen in advertisements?**

The tan leather back cover is available exclusively as a model of LG G4 you can purchase at T-Mobile. Black leather back cover is available as a version you can purchase through Sprint. Unfortunately, the tan and the black leather back covers are not available separately as an accessory that you can purchase at this time.

**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. Please check that you have received this confirmation as it will provide you with a submission number you can track your status with.

**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 refer to 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. Simply download, complete, and mail in along with the two required proofs of purchase.

**What do I do if I can't find my MEID-HEX number?**

The MEID-HEX number can be found on the product box, near the UPC code.

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

Remove the back cover and take out the battery –MEID-HEX 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 qualify if I purchase a different variation of LG G4 (i.e. LG G4 Stylo)?**

Unfortunately, this promotion is only available with the LG G4 32GB flagship device purchase.

**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 free leather back cover for each new LG G4 purchased within the promotion period. Multiple IMEI numbers can be submitted at one time when submitting the form along with the receipt showing equivalent number of G4 handsets purchased. Each purchase will be verified using the proofs of purchase provided.

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

The full terms and conditions can be found at [LGG4leatherpromo.com](http://LGG4leatherpromo.com).

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

You can send your inquiry via email to [LGG4leatherpromo@smsrebates.com](mailto:LGG4leatherpromo@smsrebates.com).

**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>.