

Prins v. LG Electronics Canada, Inc.,
Ontario Superior Court of Justice, Court File No. CV-21-00000810-CP

CLAIM FORM

TO RECEIVE PAYMENTS RELATED TO LG REFRIGERATOR CLASS ACTION SETTLEMENT

INSTRUCTIONS

This claim form is for certain LG Refrigerator owners who have experienced a No-Cooling Event, as described in the Notice of Class Action Settlement. You may be eligible for benefits from LG Electronics Canada, Inc. as a result of a class action settlement. To receive a payment from the settlement, you must complete and submit this form.

For a full description of available benefits and eligible models, visit <https://refrigeratorsettlement.ca>.

How to Complete this Claim Form

1. There are three ways to submit this claim form to the Settlement Administrator: (a) online at the settlement website, <https://refrigeratorsettlement.ca>; (b) by email to info@refrigeratorsettlement.ca; or (c) by mail sent to the following address: LG Refrigerators Settlement in Canada Administrator c/o Epiq Class Action Services Canada Inc., PO Box 507 STN B, Ottawa ON K1P 5P6. If you submit your claim by mail, make sure to include the completed and signed claim form and all supporting materials in one envelope.
2. All questions below must be answered. Please type or print your responses in ink. Write "Not Applicable" if the question does not apply to you.
3. You may recover up to \$150 for No-Cooling Events (\$50 for Labour Costs and \$100 for Property Loss) upon signing the claim form as to each item under oath and upon verifying your Purchase Information without the need for additional proof. You may be able to recover more if you support your claim with documentary proof. To receive the maximum possible recovery, you should support your claim with receipts, invoices, photographs, payment card records, inspection records, insurance records, or any other available proof. Please keep a copy of your claim form and supporting materials you submit. Do not submit your only copy of the supporting documents. Materials submitted will not be returned. Copies of documentation submitted in support of your Claim should be clear and legible.
4. If the Settlement Administrator has any questions regarding your claim after it is submitted, you will be notified by mail and/or email. You must respond to any request by the Settlement Administrator for additional information. If you do not respond, the Settlement Administrator will be unable to process your claim, and you will waive your right to receive money under the Settlement.
5. If you have any questions, please contact the Settlement Administrator by email at info@refrigeratorsettlement.ca or by telephone at 1-833-971-2393, or send your questions to the Settlement Administrator by mail using the address above.
6. **You must notify the Settlement Administrator if your address changes. If you do not, you may not receive your payment.**
7. **DEADLINE - Your claim must be submitted to the Settlement Administrator by October 25, 2024.**

After You Submit Your Claim

If you submit your claim online at <https://refrigeratorsettlement.ca> or by email at info@refrigeratorsettlement.ca, then you will receive an electronic confirmation that your claim has been received.

If you submit your claim by mail, you will not receive an acknowledgment of receipt from the Settlement Administrator. If you want to be assured that your claim and supporting materials were received, please use a shipping method that provides delivery confirmation.

It may take several months for the Settlement Administrator to process your claim. Please check the settlement website for updates. If you are contacted by the Settlement Administrator, please respond promptly.

Your claim must be
postmarked by:
October 25, 2024

Prins v. LG Electronics Canada, Inc.,
Ontario Superior Court of Justice,
Court File No. CV-21-00000810-CP

LGR

Claim Form

I. YOUR CONTACT INFORMATION AND MAILING ADDRESS

Provide your name and contact information below. You must notify the Settlement Administrator if your contact information changes after you submit this form.

First Name

Last Name

Street Address

City

Province

Postal Code

Home Phone

Cell Phone

Work Phone

Email Address

I wish to be contacted by mail instead of by email.

II. INFORMATION ABOUT YOUR LG REFRIGERATOR

Note: The model number and serial number of your LG Refrigerator appear on the sticker on the inside door of your LG Refrigerator, your owner's manual, purchase receipt, invoices for in-home delivery of your LG Refrigerator, service tickets, repair documents, or certain communications with LG.

Please provide the information requested below:

Model Number of Your LG Refrigerator

Serial Number of Your LG Refrigerator

Date of Purchase of Your LG Refrigerator

Location / Retailer of Purchase of Your LG Refrigerator

Date of First No-Cooling Event on Your LG Refrigerator

<p>Are you a resident of Canada who purchased an eligible LG Refrigerator (Covered Model) from an authorized retailer for household use?</p> <p>(The list of Covered Models is available on the Notice of Class Action Settlement and on the Settlement Website, https://refrigeratorsettlement.ca)</p> <p>If you answer NO to this question, then please STOP as you are not a Settlement Class Member entitled to compensation under the Settlement.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
--	--

III. PAYMENT SELECTIONS

Provide responses for each of Section (1-6) below.

<p>Within 2 years of purchasing my LG Refrigerator, I experienced at least one or more of the following in connection with a No-Cooling Event on my LG Refrigerator:</p>	<p>Please fill in the blanks if applicable and select one box from each section that applies to you:</p>
---	---

<p>1.</p>	<p><u>Labour Costs</u></p> <p>I paid for labour for a repair technician to diagnose, estimate, service, or attempt to service my LG Refrigerator following a No-Cooling Event.</p>	<p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I paid for labour for a repair technician following a No-Cooling Event and claim the Default Payment.</p> <p style="margin-left: 20px;">Total amount I paid for Labour Costs: \$ _____</p> <p style="margin-left: 20px;">Paid to: _____</p> <p><input type="checkbox"/> I paid for labour for a repair technician following a No-Cooling Event and am submitting proof of payment (up to \$259).</p> <p style="margin-left: 20px;">Total amount I paid for Labour Costs: \$ _____</p> <p style="margin-left: 20px;">Paid to: _____</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs, payment card records, inspection records, insurance records, etc.</u></p>
-----------	---	---

<p>2.</p>	<p><u>Property Loss or Damage</u></p> <p>I experienced property loss or damage related to a No-Cooling Event with my LG Refrigerator (including the value of any flooring, spoiled food, beverages, medicine, or other perishables) when the No-Cooling Event occurred.</p> <p>You can include and add up Property Loss or Damage from multiple No-Cooling Events.</p>	<p>Enter the total amount of Property Loss or Damage here: \$ _____</p> <p>Provide a brief description of the property lost or damaged (for example, groceries, beverages, prescription drugs, damage from leaking, damage to floors, etc.) and the approximate dollar amount of each category of loss or damage (attach an additional page if necessary):</p> <p>_____</p> <p>_____</p> <p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I experienced property loss or damage and claim the Default Payment.</p> <p><input type="checkbox"/> I am submitting additional proof of Property Loss or Damage (up to \$2,500).</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs (with dollar values), payment card records, inspection records, insurance records, etc.</u></p>
<p>3.</p>	<p><u>Delayed Repair</u></p> <p>I waited at least ten (10) days after the date I first reported a No-Cooling Event to LG before my LG Refrigerator was repaired. (Count of waiting days excludes the date reported and the date repaired.)</p>	<p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I experienced a No-Cooling Event within 2 years of purchasing my LG Refrigerator as listed below and am submitting proof of at least 10 days of repair delay.</p> <p>Enter the date that the No-Cooling Event was first reported to LG: ____ / ____ / _____ (MM/DD/YYYY)</p> <p>Enter the date of repair: ____ / ____ / _____ (MM/DD/YYYY)</p> <p>Name of the Repair Service Provider: _____</p> <p>If you experienced delays related to more than one No-Cooling Event, please provide the dates applicable to each event. Attach an additional page if necessary.</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs, payment card records, inspection records, insurance records, etc.</u></p>

<p>4.</p>	<p><u>Multiple Repairs</u></p> <p>My LG Refrigerator had a first No-Cooling Event within 2 years of purchase, which I reported, but even though it was repaired, my LG Refrigerator had at least one more No-Cooling Event within 3 years of purchase.</p>	<p>Enter the total number of additional No-Cooling Events you experienced with your LG Refrigerator after reporting the first No-Cooling Event that was repaired: _____</p> <p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I experienced a first No-Cooling Event within 2 years of purchasing my LG Refrigerator, which was repaired, and at least one more No-Cooling Event within 3 years of purchase. I am submitting proof for each of the No-Cooling Events listed below.</p> <p>Enter the date of the first No-Cooling Event on your LG Refrigerator that was repaired: ____ / ____ / _____ (MM/DD/YYYY)</p> <p>Enter the date of each additional No-Cooling Event on your LG Refrigerator after the first No-Cooling Event (attach an additional page if necessary): ____ / ____ / _____ (MM/DD/YYYY)</p> <p>Name of the Repair Service Provider: _____</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs, payment card records, inspection records, insurance records, etc.</u></p>
<p>5.</p>	<p><u>Replacement of LG Refrigerator</u></p> <p>I disposed of or replaced my LG Refrigerator following a No-Cooling Event.</p>	<p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I am submitting proof that I experienced a No-Cooling Event within 2 years of purchasing my LG Refrigerator and I elected to dispose of or replace my LG Refrigerator after the No-Cooling Event.</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs, payment card records, inspection records, insurance records, etc.</u></p>
<p>6.</p>	<p><u>Parts Reimbursement</u></p> <p>I paid out-of-pocket for parts related to the cooling system of an LG Refrigerator (including a compressor, condenser, connection tube, drier, and evaporator) that were used to repair my LG Refrigerator following a No-Cooling Event.</p>	<p>Select one of the following:</p> <p><input type="checkbox"/> Not Applicable</p> <p><input type="checkbox"/> I am submitting additional proof of out-of-pocket payment for Parts: Total amount I paid for Parts: \$ _____ Paid to: _____</p> <p>Examples of acceptable proof include <u>receipts, invoices, photographs, payment card records, inspection records, insurance records, etc.</u></p>

IV. PREVIOUS COMPENSATION FOR NO-COOLING EVENTS

If you previously received compensation from LG, its retailers, insurers, or Authorized Repair Service Providers for No-Cooling Events on your LG Refrigerator, please enter the amount of compensation you received, who provided the compensation, and the date received.	Amount of compensation received: \$ _____
	I received the compensation from: _____
	Date compensation received: ____ / ____ / _____ (MM/DD/YYYY)

V. VERIFICATION AND ATTESTATION UNDER OATH

By signing below and submitting this Claim Form, I hereby swear under oath that I am the person identified above and the information provided in this Claim Form is, to the best of my knowledge, true and correct, and that I have not submitted another claim in connection with this Settlement and know of no other person having done so on my behalf.

Your signature

Date: ____ / ____ / ____
MM DD YYYY

Your name

REMINDER CHECKLIST

1. Please check and make sure you answered all the questions on the claim form as requested.
2. Please check and make sure that you signed and dated the claim form.
3. If you are requesting payment for items requiring proof, then please remember to enclose copies of the supporting documentation. Supporting proof may include receipts, invoices, photographs, payment card records, inspection records, insurance records, or other reasonable proof.
4. Please keep a copy of your completed claim form and any supporting documentation for your own records.
5. If you desire an acknowledgment of receipt of your claim form, please submit your claim form online utilizing the settlement website, <https://refrigeratorsettlement.ca>, or use a form of mailing that will provide you with a return receipt.
6. If you move or change addresses while your claim is pending, or if the Notice of Settlement was sent to you at an old or incorrect address, please make sure you provide the Settlement Administrator with your correct updated address to make sure you receive any payment owed to you under the Settlement.
7. If you have any questions, please first refer to the settlement website, <https://refrigeratorsettlement.ca>. You may also contact the Settlement Administrator by calling the toll-free number, 1-833-971-2393, by email to info@refrigeratorsettlement.ca or by writing via mail addressed to LG Refrigerators Settlement in Canada Administrator c/o Epiq Class Action Services Canada Inc., PO Box 507 STN B, Ottawa ON K1P 5P6.