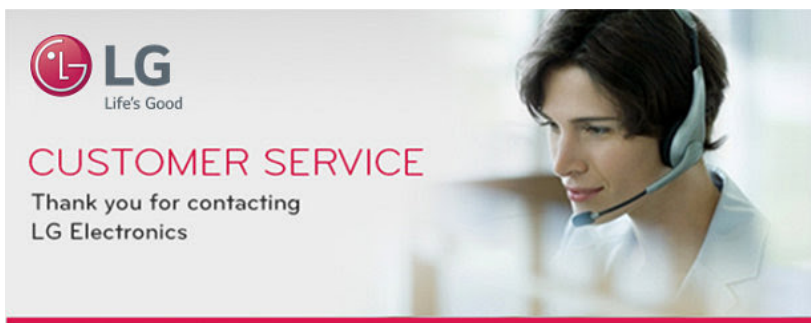


LG Customer Email [This email address is used for outgoing mail only] Inbox

LG Service <lgcarecenter@lge.com>
to me

Feb 27, 2019, 8:42 AM (7 days ago)



LG Authorized Service Notification

Dear Valued LG Customer,

Reply to Your Inquiry

Hi Rachel, we appreciate that you have taken the time to send us a message with regard to your LG product. It is our goal to ensure that you are able to utilize your LG product to its full potential and it is a pleasure to be of assistance to you today.

We really loved to help you with this matter so let me provide you relevant and essential information about the repair status of your monitor. We have checked our support system and instead of repair, LG will process a Swap for your unit. We have process the Swap today. Swap is the process for this specific unit under the manufacturer's warranty which will be 1 year from the date the unit was purchased (excluding physical damage). Instead of waiting for the unit to be repaired we will be sending you a factory reconditioned unit. Normally this process will take place 7 to 10 business days from the day the unit will be received by our facility. Thank you for understanding, Rachel.

I hope this information has been helpful in addressing this matter. Should you have any further inquiries or clarifications, please do let us know and we'll be glad to help out. You may contact us again via Email, Live Chat, or Phone by calling 1-800-243-0000.

Thank you for contacting LG.

Sincerely yours,
Belle

Reply Options:

[Reply by Live Chat](#)

Click here to chat live with LG Customer Service

(Weekdays, 8am-8pm CST)

Original Customer Inquiry

Received Date : 02/26/2019 11:42 15

The type of inquiry : Other

Product/Model No. :

Hello,
I'm checking in on the status of the repair or replacement of my monitor that I sent in and was received 02/19/2019?

Date Received: 02/19/2019
RNM Number: RNN190211055919
Product: Monitor
Model: 27UD68P-B
Serial: 806NTVS6N359

Thanks
Rachel



Live Chat



Email



Tweet Us



Ask Community

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The following survey will be used for the improvement of LG service only. Please feel free to give us your frank feedback.

■ How would you rate the quality of the email response provided?

Very satisfied	Satisfied	Moderate	Dissatisfied	Very dissatisfied
10	8	6	4	2

If you are not satisfied with the answer we provided

[Click here >](#)

Click here if you have more question

[Click here >](#)

Please do not reply back to this e-mail message as this address is used for outbound messages only



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[\[Click here to reply\]](#)

Note: This email address is used for outgoing mail only. To make sure we receive your reply, please use the [\[Click here to reply\]](#) link or contact us again through our web site. Thank you.



Rachel Yurkovich <ryurkovichart@gmail.com>

Feb 27, 2019, 3:12 PM (7 days ago)

to LG

Hello,
Thanks for the reply. What is a factory reconditioned unit?



Rachel Yurkovich

Mar 5, 2019, 1:46

Rachel Yurkovich www.rachelyurkovich.com



Heather Flannagan <heather.flannagan@lge.com>

Mar 5, 2019, 2:15 PM (1 day ago)

to Sunyung, me

Rachel,
LG doesn't have any record of shipping a replacement or repaired monitor to you.

I do show LG sent a return label and it was used with a delivery package to our warehouse today 03/05/19.

I am checking with our warehouse to find out what model/serial information is on that shipment.

Will let you know as soon as I hear back from them.

Heather

Return Authorization/SWAP Coordinator | Business Relations

LG Electronics Alabama, Inc.

201 James Record Road | Huntsville, AL 35824

t: 256-774-4182 | f: 256-542-2521



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From: Sunyung Kim/LGEAI Business Support Business Relations(sunyung.kim@lge.com)

Sent: Tuesday, March 05, 2019 12:48 PM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)

Subject: FW: LG Customer Email [This email address is used for outgoing mail only]

2165382996

RACHEL YURKOVICH

Thank you,

Sunny Kim (Sunyung)

Return Authorization/SWAP Coordinator | Business Relations

LG Electronics Alabama, Inc.

201 James Record Road | Huntsville, AL 35824

t: 256-542-2728 | f: 256-774-8644



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Rachel Yurkovich <ryurkovichart@gmail.com>

Mar 5, 2019, 2:38 PM (1 day ago)

to Heather, Sunyung

Dear Heather,

Thank you for looking into this. If there is anything you can do to send a new (not refurbished) 27UD68P-B to me as soon as possible, I would greatly appreciate it as this has been a going back and forth with LG.

I'll keep an eye out for your update.

Thanks,

Rachel Yurkovich

www.rachelyurkovich.com



Heather Flannagan

12:28 PM (2 hours ago)

to me, Sunyung

Rachel,

I have spoken with the warehouse and they sent that White monitor in error.

They are shipping a black monitor out today. I do apologize but for our small monitors they are refurbished monitors.

Heather

Return Authorization/SWAP Coordinator | Business Relations

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201 James Record Road | Huntsville, AL 35824
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From: Rachel Yurkovich [mailto:ryurkovichart@gmail.com]

Sent: Tuesday, March 05, 2019 1:39 PM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)



Rachel Yurkovich <ryurkovichart@gmail.com>

to Heather

12:53 PM (1 hour ago)

Heather,

So to confirm they are sending me a refurbished or new black monitor?

I was told I'd receive a new monitor if they couldn't fix the one I sent in which was only 2 months old. I do not want one that's older than that.

Thanks for your time,

Rachel

On Mar 6, 2019, at 12:26 PM, Heather Flannagan <heather.flannagan@lge.com> wrote:

Rachel,

I have spoken with the warehouse and they sent that White monitor in error.

They are shipping a black monitor out today. I do apologize but for our small monitors they are refurbished monitors.

Heather

Return Authorization/SWAP Coordinator | Business Relations

LG Electronics Alabama, Inc.

201 James Record Road | Huntsville, AL 35824

t: 256-774-4182 | f: 256-542-2521

<image001.png>

<image002.jpg>

From: Rachel Yurkovich [mailto:ryurkovichart@gmail.com]

Sent: Tuesday, March 05, 2019 1:39 PM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)

Cc: Sunyung Kim/LGEAI Business Support Business Relations(sunyung.kim@lge.com)

Subject: Re: LG Customer Email [This email address is used for outgoing mail only]

Dear Heather,

Thank you for looking into this. If there is anything you can do to send a new (not refurbished) 27UD68P-B to me as soon as possible, I would greatly appreciate it as this has process for me going back and forth with LG.

I'll keep an eye out for your update.

Thanks,

Rachel Yurkovich

www.rachelyurkovich.com

On Tue, Mar 5, 2019 at 2:15 PM Heather Flannagan <heather.flannagan@lge.com> wrote:

Rachel,

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I do show LG sent a return label and it was used with a delivery package to our warehouse today 03/05/19.

I am checking with our warehouse to find out what model/serial information is on that shipment.

Will let you know as soon as I hear back from them.

Heather

Return Authorization/SWAP Coordinator | Business Relations

LG Electronics Alabama, Inc.

201 James Record Road | Huntsville, AL 35824

t: 256-774-4182 | f: 256-542-2521

<image001.png>

<image002.jpg>

From: Sunyung Kim/LGEAI Business Support Business Relations(sunyung.kim@lge.com)

Sent: Tuesday, March 05, 2019 12:48 PM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)

Subject: FW: LG Customer Email [This email address is used for outgoing mail only]

2165382996

RACHEL YURKOVICH

Thank you,

Sunny Kim (Sunyung)

Return Authorization/SWAP Coordinator | Business Relations

LG Electronics Alabama, Inc.

201 James Record Road | Huntsville, AL 35824

t: 256-542-2728 | f: 256-774-8644

<image001.png>



Heather Flannagan

to me

1:05 PM (1 hour ago)

Rachel,

They are shipping a replacement black refurbished monitor.

LG doesn't process computer monitors as new. Computer monitors are part of the Refurbish program.

Heather

Return Authorization/SWAP Coordinator | Business Relations

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201 James Record Road | Huntsville, AL 35824

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From: Rachel Yurkovich [<mailto:ryurkovichart@gmail.com>]

Sent: Wednesday, March 06, 2019 11:54 AM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)




Rachel Yurkovich <ryurkovichart@gmail.com>

to Heather

1:11 PM (1 hour ago)

Hi Heather,

Then why was I told I'd get a new one when I called originally? Is there a way you can come by a new one from another store?

 **Heather Flannagan** 1:15 PM (1 hour ago)
to me
Rachel,
My department is the only department that provides resolution. I show on your file that you spoke with a customer service representative and they provided you incorrect info

Heather

Return Authorization/SWAP Coordinator | Business Relations

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201 James Record Road | Huntsville, AL 35824

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From: Rachel Yurkovich [mailto:ryurkovichart@gmail.com]


Sent: Wednesday, March 06, 2019 12:12 PM

To: Heather Flannagan/LGEAI Business Support Business Relations(heather.flannagan@lge.com)

 **Rachel Yurkovich** <ryurkovichart@gmail.com> 1:19 PM (1 hour ago)
to Heather
Since it was LG's fault for providing incorrect information, they should follow through with providing customer service.
Is there someone else you can connect me with that can resolve this with a new monitor?
I've sent two monitors back already now and do not want to have that issue happen with a refurbished monitor that may have more issues.

Thanks,
Rachel

 **Heather Flannagan** 1:26 PM (1 hour ago)
to me
Rachel,
There is no other escalation point, this department is the highest escalation in regards to exchanged. The shipment has went out today and it is the black monitor.

 **Rachel Yurkovich** <ryurkovichart@gmail.com> 1:29 PM (1 hour ago)
to Sunyung, Heather
Heather,

Then I guess there is nothing else I can do.
I hope the refurbished one is in full working order, and will stay clear of purchasing LG in the future.
Thank you for doing what you can.

Regards,
Rachel


 **Rachel Yurkovich** <ryurkovichart@gmail.com> 1:32 PM (1 hour ago)
to Heather, Sunyung

One last proposal, is there a way to just get a total refund for the item?


 **Heather Flannagan** 1:38 PM (1 hour ago)
to me, Sunyung

Rachel,
LG doesn't process refunds.

The only option currently is to exchange.


 **Rachel Yurkovich** <ryurkovichart@gmail.com> 1:40 PM (1 hour ago)
to Heather, Sunyung

There is no way this is "five star" LG service. This is the worst customer service I have received from a tech company. If LG is going to deliver a faulty product, you should replace it with a new one or refund it as it is still under warranty. Please connect me with your supervisor or someone that can help me.


 **Heather Flannagan** 1:51 PM (51 minutes ago)
to me, Sunyung

Rachel,
I am the Key Accounts Manager for this team there is nobody to escalate to. You are at the highest escalation point.


I will send you over tracking information as soon as it tracks in FEDEX system.

 **Rachel Yurkovich** <ryurkovichart@gmail.com> 1:56 PM (46 minutes ago)
to Heather

Ok, can you please send me information on the warranty of this item that talks about getting a refurbished item?

 **Rachel Yurkovich** <ryurkovichart@gmail.com> 2:26 PM (16 minutes ago)
to Heather, Sunyung

I had spoken to another representative that stated you should be able to "buy back from store" a new item
Is this something your department can do?

 **Heather Flannagan** 2:35 PM (7 minutes ago)
to me, Sunyung

Rachel,
You are speaking to other departments that are have no authority or policy over the RA/SWAP department.

As I stated before, LG has shipped a replacement out and I will provide tracking once it is uploaded into the FEDEX system.