



LG Electronics

LG Electronics India Pvt. Ltd.

D-3, P3B, A-Wing, 3rd Floor, Prius Building, District Centre, Saket, New Delhi-110017
T: 91-9873331214 Website: www.lge.com
CIN No. U32107DL1997PTC220109

M/s. GAYATRI AIRCON PRIVATE LIMITED

Welcome to LG Family!

We thank you for the confidence you have entrusted in brand LG and assure you of our best support & services.

We at LG are always committed to conduct our operations in Transparent manner and in accordance with our Policies for creating a mutually beneficial business environment.

In our endeavor to keep you updated with LG's policies & practices, we would like to take this opportunity for sharing the same;

- **Invoice Acknowledgment** : Check & acknowledge the receipt of goods on Invoice (POD) with Seal & Signature. Also date & time of receipt of material must be mentioned.
- **Sales Return Policy** : Material returned (As per Sales Return Policy) must be accompanied with the required documents.
 - 1) 100% Material Return:- Original Tax Invoice of LG.
 - 2) Partial Material Return: Please Mention Clear description of Model Returned on POD (i.e. LG Copy) with Rubber Stamp
 - 3) Defective Material Return: Please provide Vat Debit not/Tax Invoice (Showing Tax Reversal & LG Tin No.)
- **Payment & Cash Discount** : Payment must be made as per the defined Payment term. In case of delayed payments there would be a Cash Discount reversal as per policy. (Cash Discount policy is being circulated time to time basis)
- **Sell-Out Management** : Secondary data (Sales + Stock) to be provided on weekly basis by every Monday, failure in doing the same may result in reduction of Channel Margin.
- **Scheme Communication** : All scheme communication are in writing (via email from trade.econnect@lge.com), bearing SPGM/Approval Number & are duly ratified by Branch Manager (BM) & Branch Accounts Manager (BAM). Any communication through any other means (i.e. not via email from trade.econnect@lge.com) is to be considered as Null & Void.
- **AR Balance Confirmation:** All Dues / Claims / Issues pertaining to any department, i.e. Sales / Accounts / Service / Logistics / Marketing to be

mentioned in the Quarterly Online AR Balance Confirmation Sheet. Claims, if any, must be mentioned with reference numbers and quantified value. (For example, In case of scheme related claims mention SPGM No's). Any issue not mentioned in Balance Confirmation will not be entertained subsequently.

Online Balance confirmation to be done in lgdealernet.com.

AR confirmation shall be provided after reconciliation of your books with LG books. For facilitating the reconciliation, we provide statement, credit notes & debit notes on lgdealernet.com (For User ID you may get in touch with our local office). Branch Accounts Manager along with Branch Manager / Area Manager will make periodic visit for assisting in the reconciliation process.

- **Advertisement Policy** : Any advertisement / co-op support must be in consent of Branch Manager (BM) & Marketing Manager (MM) and approvals must be in writing.

**KINDLY DO NOT ENTERTAIN VERBAL COMMITMENTS FROM ANY LG EMPLOYEE.
WE WOULD NOT CONSIDER ANY SUCH CLAIM FOR SETTLEMENT.**

Once again we would like to thank you for believing in us and our commitment towards you.

Please accept our best wishes for all your future endeavors.

Yours Truly,

For LG Electronics India Pvt. Ltd.

(SAMEER PAUL)
Branch Manager

(SATISH AMARPURI)
Branch Accounts Manager

I / We acknowledge the above listed Policies & Practices and assure to abide by them.

(

)
Authorised Signatory
Signature with Seal