

LG Exclusive Purchase Program (EPP)

How to register your new account on UrbanFox – LG Official Store?

Step 1:Login to https://epp.urbanfox.store/ & click on "Create An Account" button.

If you are an employee who is part of our program. Please register for customer account.
CREATE AN ACCOUNT

Step 2: Register your account with corporate email address & create your new password(if sign up via Personal email address key in validation code "MOEWELCOME")

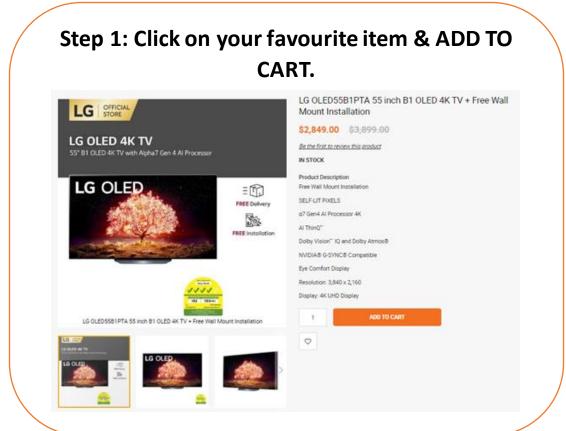
 Password should contain at least 8-16 characters long at least one uppercase, one lowercase digit & special character letter. *Password requirements*

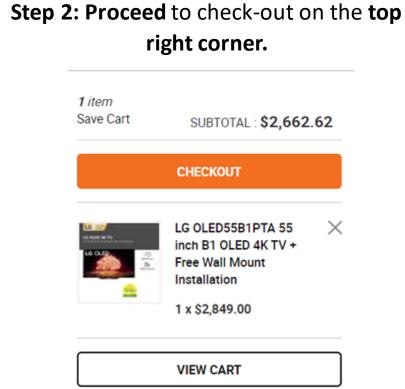
Step 3: Enter your personal details & preferred delivery address.

Step 4: Verify your email address. Upon successful confirmation, you can log in to your account to start shopping



How to make your first purchase on Urbanfox - LG Official store?





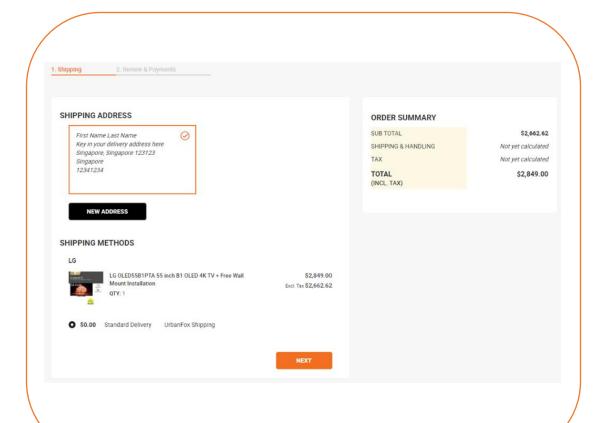


Step 3: Select your preferred delivery address

Step 4: Payment Method - Credit or Debit Card.

We currently support Visa, MasterCard, American Express, Discover Global Card.

Tap "Place Order" & your payment is completed!





FREQUENTLY ASKED QUESTIONS

Q: Can I use my personal email to register?

A: EPP Program deals are strictly for staffs only. You are encouraged to use corporate email domain to sign up for easy verification purpose.

Q: When will I receive my order?

A: Delivery takes about 5 working days unless otherwise stated. We will contact you if there are any installations required for bulky appliances.

Q: Will I receive a confirmation on whether payment for an order is successful?

A: An email notification on whether your payment was successful will be sent to you once your order has been confirmed.

For any other enquiries, please kindly email to our customer support team at b2bcm@urbanfox.asia

or zhicong.goh@lge.com

Stocks are subject to availability. Goods sold on EPP are non-refundable. Reselling of goods to third party are strictly prohibited.