

Harman Professional Returns Request Process

In the unfortunate event that a dealer, rep, or end user receives a defective product or wishes to return a damaged product they **must** contact the Technical Support team for resolution. NOT the RSO or any other Sales channel.

Defective / Damaged Returns:

Harman will offer an Advanced Replacement or Service Return Authorization based on the individual warranty of the damaged product. In certain situations it may be prudent to simply send a replacement part rather than exchange the entire unit. This decision is made by the Technical Support team.

Brand	Number	Technical Support			Hours Eastern	Pacific
		Menu	Email			
AKG	(800) 852-5776	4 - 2 - 1 - 3 - 1	Support.US@AKG.com		12-8pm	9-5pm
BSS	(801) 566-8800	Ask for Support	Support@BSSaudioUS.com		11-7pm	8-4pm
Crown	(800) 342-6939	4 - 1 - 1	Support@CrownAudio.com		9-7pm	6-4pm
dbx	(801) 566-8800	Ask for Support	Support@dbxPro.com		11-7pm	8-4pm
DigiTech	(801) 566-8800	Ask for Support	Support@DigiTech.com		11-7pm	8-4pm
JBL Pro	(800) 852-5776	4 - 1 - 5 - 3	Support@JBLPro.com		12-8pm	9-5pm
Lexicon	(801) 566-8800	Ask for Support	Support@LexiconPro.com		11-7pm	8-4pm
Soundcraft	(818) 920-3292	4 - 2 - 2 - 2	Support@Soundcraft.com		12-8pm	9-5pm
Studer	(818) 920-3292	4 - 2 - 3 - 2	Support.US@Studer.ch		12-8pm	9-5pm

Advance Replacement Request Form: It is requested that the Dealer or Rep fill out the attached form when contacting Tech Support. This provides the support teams the necessary details to issue an immediate replacement instead of having to send a dealer or rep back to the customer for more information. This form will soon be available on the dealer portal as a direct contact to Tech Support.

Shipping Damage: If a product was visibly damaged en route to your location, do not refuse the shipment. Accept delivery and contact Tech Support for assistance.

Non-Authorized Replacements: Units that were purchased as a "replacement" for a damaged product cannot be returned for credit. All replacements must be authorized through Tech Support.

Non-Authorized Returns: Units that are sent back without an RA or are not marked with an RA number will be subjected to a 15% fee.

Credit Return policy for the USA:

If a dealer or rep wishes to return a product for credit, and the product meets the following criteria, they can contact the RSO directly at (800) 342-6939, Opt 1.

RSO Sales Associate has authorization to issue RA if all criteria are met:

- Return value is less than \$3,000.
- Product is new (unopened).
- Return request is initiated within 45 days of the invoice date.
- Acceptance of 15% Restock Fee on standard product / 25% Restock Fee on custom product.

Once the return is authorized, dealer will be given an RA number that is to be used for the return.

Product returned on a Credit Return RA does not guarantee credit.

Harman reserves the right to determine if credit will be issued for the product received.

This document replaces any previous return agreements or special programs.

Frequently Asked Questions for Returns (US)

Updated January 2012

Q: How do I use the portal for reordering product as replacement for a return? Can I set up an RA on the portal?

A: The portal is not connected to returns in any way. All orders on the portal are new sale purchases. If a product is to be returned a Return Authorization Number must be requested without exception.

Q: What if I know I have a project coming up that may require special return terms outside the return policy?

A: Get approval through your sales channel before submitting the P.O. Pre - Approval from Sr. Director of Business Unit Worldwide Sales or Sr. Director of Business Unit of finance or Sr. Director of Harman Pro Worldwide Sales. Provide this written proof to the RSO agent when requesting the return authorization.

Q: I don't have a Return Authorization Number but was told by my rep or dealer that I can send it back directly to the sender. – OR – Can I refuse the shipment?

A: If there is no Return Authorization Number there is no channel for credit to be issued. The invoice will be expected to be paid in full per terms of the invoice. Product will be sent back to the dealer. If the product is defective, the fastest resolution is to keep the product and contact Tech Support. Do not refuse the shipment!

Q: Is there an Expiration Date for a Return Authorization Number?

A: The Customer has 30 days to submit the product from the date the Return Authorization was created.

Q: Who covers freight?

A: In the case of an Advanced Replacement a call tag will be issued for the returning product and the replacement will be sent freight pre-paid. For a Warranty covered SRA call tags will be issued according to the details of each brand's Warranty Policy. For units out of warranty needing an SRA Harman only pays for the return of the repaired unit to the customer. In the event that the product is too large or heavy freight shipping will be arranged. Shipping is not covered by Harman for Credit Returns.

Q: Product is not working, but it's no longer under warranty, who do I contact?

A: Tech Support should be called to verify that there's nothing an end user can do to reset or repair the unit in the field (the easy fix). If a customer is sure beyond a doubt that the unit needs to be sent in for repairs they can go to any of the brand websites and submit a request for a Service Authorization. This is the fastest way to get an SRA.

Advance Replacement Request Form**DATE:** Click here to enter a date.**REP Firm:** Click here to enter text.**Submitted By:** Click here to enter text.**Dealer Name:** Click here to enter text.**Dealer Acct#:** Click here to enter text.**Dealer Phone Number:** Click here to enter text.**Dealer Email:** Click here to enter text.**Contact Person Name:** Click here to enter text.**PO, Sales Order, or Invoice Original Unit was Purchased on:** Click here to enter text.**New PO# for Replacement:** Click here to enter text.**RETURN DETAILS:****Brand:** Click here to enter text.**Model:** Click here to enter text.**Serial Number(s):** Click here to enter text.**QTY:** Click here to enter text.**Date of Purchase:** Click here to enter a date.**Reason for Return:****Email Address for call tag (If Required):** Click here to enter text.**How many call tags needed?** Click here to enter text.**** PLEASE NOTE:** 1 call tag is required for each box to be shipped.**REPLACEMENT SHIP TO ADDRESS:**