

## Honeywell Security Advance Replacement Program

Honeywell offers an Advance Replacement Program for select products\*\* only. This provides customers quick resolution to product failures.

\*\* Contact Honeywell at **1-800-796-2288** to confirm eligible products for this program.

### Program Outline:

- You call Honeywell
- After troubleshooting, it is determined that your unit is defective, needs replacement, and is eligible for the Advance Replacement Program
- We ship a replacement unit to you
- We invoice you for the replacement unit, plus a repair fee
- You ship your defective unit to Honeywell
- We credit your account for the replacement unit amount
- If the defective unit is within warranty, we credit your account for the repair charge
- If the defective unit is out of warranty, the repair fee is charged to your account

### Program Details:

- You must have an Advance Replacement account directly with Honeywell in order to obtain an Advance Replacement unit. To get your Advance Replacement account set up, please contact Customer Service at (800) 796-2288, Option 3.
- The Advance Replacement Program for DVRs and NVRs does not allow you to recover stored images on your hard drive. The hard drive on the defective unit shipped back by you will be wiped clean.
- The warranty on the replacement unit shipped to you is:
  - the balance of the warranty remaining on the unit returned by you, or
  - six months, if returned unit is out of warranty
- The defective unit must be shipped **directly to Honeywell in El Paso, TX**, not to ADI. Credit will not be issued if you do not return the defective unit to Honeywell within 60 days of being invoiced.
- Failure to reference the RAC number will result in the box(es) being refused at the Honeywell's Shipping dock. These boxes will be returned to you at your expense and credit will not be processed.
- Occasional circumstances such as product availability, physical inventory or holiday shutdowns, may prolong shipping schedules. Customer Service will advise you in advance if such situations exist.

### Frequently Asked Questions:

- How Do I Get Started?
  - To take advantage of the Advance Replacement Program, please contact Honeywell Customer Service at (800) 796-2288, Option 3.
- What Information Is Needed When I Call?
  - Purchase order number to ship the replacement unit
  - Mode of transportation and any special handling requirements
  - Serial number of defective unit being returned
  - Detailed problem description of defective unit being returned
  - Tech RA number if applicable
- What does Honeywell do with the information given above?
  - We ship a replacement unit to you per your shipping instructions
  - You are invoiced for the replacement unit
  - You are charged a repair fee
  - We give you a Return Authorization for Credit (RAC) for defective unit. This number must be marked on the box when returning unit
- What are the Shipping Options?
  - Same-day shipping from Honeywell for orders received before 2:00 PM, Eastern Standard Time
  - Next-day shipping from Honeywell for orders received after 2:00 PM, Eastern Standard Time
- How Long Do I Have to Return the Defective Unit?
  - The defective unit must be returned **directly** to Honeywell within 60 days of being invoiced
  - Reference the RAC number on the box(es) when shipping defective unit back to Honeywell
- What Happens Once the Defective Unit is Received by Honeywell?
  - We will credit your account for the replacement unit amount
  - If returned unit is in warranty, credit will also be issued for the repair charge
  - If returned unit is out of warranty, the repair fee is charged to your account