

[Updated: July 7, 2021]

FREQUENTLY ASKED QUESTIONS

EAP ACCOUNT REGISTRATION & MAINTENANCE

HOW DO I JOIN THE HARMAN EAP?

In order to join the HARMAN Education Alliance Program (EAP), you must meet the following criteria:

- Be an employee of a verified education institution in the United States or Canada.
- Have a verified .EDU email address.
- Obtain a verified HARMAN account # for your school or college. (This is generated in HARMAN's CRM system and can be provided to you by your HARMAN sales representative upon request).

Once you have this information, visit the EAP Home Page (eap.harman.com) and click 'Join' to begin the sign-up process.

WHAT IF I DON'T HAVE AN .EDU EMAIL ADDRESS?

Members are required to have an email address associated with an approved educational institution. If you do not have an .EDU address or your institutions equivalent to .EDU (such as .edu.au or .k12.us), you will not be able to enroll as an EAP member.

Please email education.alliance@harman.com for help with email domain name issues.

WHAT IF MY SCHOOL ALREADY HAS AN EAP ACCOUNT?

In some cases, there are multiple EAP account holders from the same educational institution, due to varying levels of ownership and dispersed technology purchasing throughout a University or ISD.

You may have your own account by college or school within the same University or ISD; under a single parent account. If for some reason your school is already an account holder and you cannot setup an EAP account because of this issue, please email education.alliance@harman.com for assistance.

WHO DO WE CONTACT FOR ADDITIONAL QUESTIONS?

The EAP Program Administrators can be contacted at education.alliance@harman.com.

EARN AND REDEEM EAP POINTS

WHAT ARE EAP POINTS AND WHY DO I WANT THEM?

As an EAP member, you have access to an exclusive rewards program that grants points for the purchase of HARMAN Professional products. Those points earned can be redeemed for future purchase of additional HARMAN Professional products.

WHAT IS THE EAP POINTS SCALE?

Earn 1 point for every \$10 of MSRP on eligible products, regardless of the price you paid. (Example: The JBL Control 26CT has a MSRP of \$198. Points earned when purchasing one unit = 19.80.)

Redeem points on eligible products at MSRP. You must have full points in order to redeem – no partial redemptions are allowed. (Example: 198 points are needed to redeem one JBL Control 26CT with a MSRP of \$198.)

HOW DO I EARN AND REDEEM POINTS?

All reward transactions are managed within your account on the HARMAN EAP website (<https://eap.harman.com/>). In order to earn points, you must submit an 'Earn Request' within 12 months of your equipment ship date. Once points are earned, you may redeem them for new gear on the same site.

WHAT IS NEEDED TO SUBMIT AN EARN REQUEST?

Earn Requests must be submitted within 12 months of the product ship date. You must have a Sales Order Number, Serial Number, Product Name, and Proof of Purchase documentation in order to submit an EARN Request.

DO I NEED TO CONTACT MY HARMAN DEALER TO EARN OR REDEEM POINTS?

No, the EAP rewards program is a self-service program. All EAP members are responsible for their own points and can earn and redeem points directly through the HARMAN EAP member portal. However, you may need to contact your dealer to obtain proof of purchase documents (i.e. Purchase Order or Dealer Invoice).

WHAT PURCHASE DOCUMENTATION IS ACCEPTABLE FOR “PROOF OF PURCHASE?”

For points to be earned, the following documentation is acceptable for proof of purchase.

- University Purchase Order on University Letterhead
- Dealer Sales Invoice

FOR THE PROOF OF PURCHASE, DO YOU ALLOW PDF FILES?

Yes. Many file formats are acceptable, including .DOC, .PDF, .XLS, .TXT.



DO MY POINTS EXPIRE?

Points expire 12 months from the approval date of the Earn Request. Use them or lose them!

CAN WE COMBINE POINTS AND DOLLARS?

No. Eligible HARMAN equipment can only be redeemed with points.

WHAT IS THE TURNAROUND TIME FROM THE DATE I SUBMIT A REDEEM REQUEST TO THE DATE I RECEIVE MY EQUIPMENT?

Redeem requests are processed within 5 business days; however, products are shipped based on stock availability. If you have questions related to availability, please reach out to your designated HARMAN sales representative.

HARMAN PRODUCT WARRANTIES

WHAT IS HARMAN'S MANUFACTURER WARRANTY POLICY?

HARMAN's standard warranty policy varies based on the product. For detailed information, please see the warranty policy on our brand websites or [contact our service team](#).

However, as an EAP member you are entitled to an extended warranty on approved audio, video, and control products.

DO MY PRODUCTS QUALIFY FOR EXTENDED WARRANTY?

HARMAN audio, video and control products purchased on or after July 1, 2021, are eligible for extended warranties, up to five (5) years.

(Example: The AMX Enova DVX-2250HD has a 3 year manufacture warranty. As an EAP member you will receive a 2 year warranty extension, providing you with a total limited warranty of 5 years).

Approved products are automatically registered for an extended warranty if an EARN request is submitted within 12 months of the product ship date. For information on warranty limitations, please see our warranty statement at <https://www.amx.com/en-US/amx-warranty>.

