

## OVERVIEW

The HARMAN Education Alliance Program (EAP) is a customer loyalty program for higher education institutions located within an eligible country. The EAP program is administered by the HARMAN Lifestyle Division of HARMAN International, a wholly owned subsidiary of Samsung Electronics.

HARMAN provides complete audio, video, control, and lighting solutions for a wide-range of campus spaces including huddle rooms, classrooms, performing arts theaters, auditoriums, stadiums, and more. Our brand portfolio includes AKG, AMX, BSS, Crown, dbx, DigiTech, JBL Professional, Lexicon, Martin Professional, and Soundcraft.

More information about our award winning brands and product solutions can be found at [pro.harman.com](http://pro.harman.com).

## MEMBERSHIP BENEFITS

- **EARN REWARD POINTS ON PURCHASED HARMAN PROFESSIONAL SOLUTIONS AND REDEEM FOR FREE EQUIPMENT**

EARN Points values are 10% of MSRP for eligible products, regardless of the price you paid. The REDEEM value of eligible equipment is MSRP.

- **EXTENDED WARRANTY FOR AMX PRODUCTS**

Standard AMX product warranty for most products is 3 years. Approved products are automatically registered for extended warranty (5 years) if an EARN request is submitted within 12 months of the product ship date. Included within the 5 year extended warranty we are offering a 2 year advanced replacement warranty for AMX products (with the exception of AMX nonstandard warranty items) purchased within the EMEA region if an EARN request is submitted within 12 months of the product ship date (subject to availability). Only AMX products are eligible for extended warranty.

For more information on warranty limitations, please see our warranty statement at <https://www.amx.com/resource/amx-international-dealer-or-distributor-warranty>.

- **PHONE ACCESS TO AMX TECHNICAL SUPPORT**

EAP members gain direct access to our technical support team for your equipment. Call +441707 668050, select 1 for customer care or 2 for technical support.

- **ACCESS TO ONLINE TRAINING AND CERTIFICATIONS**

EAP members get access to over 100 training modules and certifications on HARMAN Professional Training for AMX, AKG, BSS, Crown, JBL Professional, Martin Professional and Soundcraft.

- **RETURN AUTHORISATION FOR AMX EQUIPMENT**

Need to make a return? EAP members can setup RMAs via their route of purchase but can obtain a Technical Support case reference from HARMAN technical support detailing any diagnostics for easy submission.

For more information regarding RMA and Advanced RMA, please see our warranty terms at <https://www.amx.com/resource/amx-international-dealer-or-distributor-warranty>.

- **RECOGNITION FOR HARMAN TECHNOLOGY INSTALLATIONS AT YOUR SCHOOL OR COLLEGE THROUGH SPONSORED CASE STUDIES**

Want to be recognised by HARMAN for your AV systems installation? EAP members can request an evaluation of their recent installation featuring HARMAN equipment.

For more information, contact [EAP-EMEA@harman.com](mailto:EAP-EMEA@harman.com).

