Honeywell Warranty Process NZ

WARRANTY PROCESS

**HONEYWELL SCANNING , MOBILITY & PRINTER ASIA PACIFIC**

**DOA AND WARRANTY REPLACEMENT PROCESSES FOR BUSINESS PARTNERS**

Service locations - <https://www.honeywellaidc.com/en-au/about-us/global-locations#APAC>

**DOA (‘Dead On Arrival”) / OBF (‘Out of Box Failure’) – Main Unit and Accessories**

**Definition:** Product fails to work within 30 days of the box being opened. The end-user must provide sufficient proof that the box was opened less than 30 days before i.e. they must retain the manuals, original packaging etc.

**Procedure:**

1. End-user must report the incident/fault to their supplying Partner/Reseller. Partner/ Reseller will raise the case to the Distributor who must then make a RMA request to Honeywell Order Management team.
2. If the item was supplied directly to Reseller/Partner from Honeywell , then Reseller/ Partner can raise the case and make the RMA request to Honeywell Order Management team - [csppanzorder@honeywell.com](mailto:csppanzorder@honeywell.com)
3. Distributor/ Partner/ Reseller must fill in an RA Request Form with all the below information and send to Order Management team for verification:

* Distributor/Partner/Reseller Original Purchase Order number of the DOA item
* Honeywell Sales Order, Invoice Number and Date
* Part number and Serial number
* Customer contact name, telephone number and email address
* Details of the nature of the problem

1. Once the RMA is validated,
   1. For main units a replacement unit will be issued. A RA Number and Shipping Instruction will be provided to Distributor/ Reseller/ Partner to return the faulty unit to the appropriate service depot. The service depot address and courier express account will be advised in email.
   2. For Accessories / Non repairable items a replacement unit will be issued and the Distributor/ Reseller/ Partner will be instructed to return the faulty unit to the appropriate service depot when require.

**Warranty Replacement – Accessories / Non repairable Items**

**Definition:** Product warranty period can differ by specific product and is referenced in the relevant product documentation – see our website for details. This process covers Product that fails within the stated Warranty period.

**Procedure:**

1. End-user must report the incident/fault to their supplying Partner/ Reseller, Partner/ Reseller will raise the case to Distributor who must then make a RA request to Honeywell Order Management team.
2. If the item was supplied directly to Reseller/Partner from Honeywell , then Reseller/ Partner can directly raise to Honeywell Order Management team - [csppanzorder@honeywell.com](mailto:csppanzorder@honeywell.com)
3. Distributor/ Partner/ Reseller must fill in an RA Request Form with all the below information and send to Order Management team for verification:

* Distributor Original Purchase Order number of the warranty claimed item
* Honeywell Sales Order, Invoice No and Date
* Part number and Serial number
* Customer contact name, phone number and email address
* Details of the nature of the problem

1. Once the RMA is validated a replacement unit will be issued.
2. Distributor/ Reseller/ Partner will be instructed to return the faulty unit to local service depot. The specific facility address and courier express account will be advised in email.

**NOTE: Honeywell will reserve to charge for equipment that is returned under the DOA or Warranty replacement process that is subsequently determined to be ‘No Fault Found’ (NFF).**