

## FREQUENTLY ASKED QUESTIONS

### **WHAT IF MY SCHOOL ALREADY HAS AN EAP ACCOUNT?**

In some cases, there are multiple EAP account holders from the same higher education institution, due to ownership of AV technology on different campuses. You are allowed to sign up and have your own personal account within the University parent account.

### **HOW DO I SIGN UP FOR THE EAP?**

To sign up for the EAP, you must have the following:

1. Be an employee of a verified school or college that is part of a higher education institution.
2. A verified .EDU email address.
3. A Parent Account setup for your school or college in the HARMAN Customer Resource Management System (CRM).

If you have this information, click 'Join' on the EAP Home Page to begin the sign up process.

### **WHAT IF I DON'T HAVE A .EDU EMAIL ADDRESS?**

.EDU is the standard domain for US based education institutions. There are variations to the .EDU domain in other countries. If you do not have a .EDU address or another country equivalent to .EDU (such as .edu.au), you will not be able to enroll as an EAP member.

Email [education.alliance@harman.com](mailto: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 University, due to ownership of AV technology on different campuses. You are allowed to sign up and have your own account by college or school within the same University; however, there is only one 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](mailto:education.alliance@harman.com) for assistance.

### **HOW DO MY PRODUCTS QUALIFY FOR EXTENDED WARRANTY?**

Approved products are automatically registered for extended warranty if an EARN request is submitted within 12 months of the product ship date. Only AMX products are eligible for extended warranty.

### **CAN I TRADE IN MY OLD EQUIPMENT?**

Contact your Business Development Manager for a discussion on upgrading your equipment to the latest HARMAN solutions.

### **WHO DO WE CONTACT FOR ADDITIONAL QUESTIONS?**

EAP Program Administrators can be contacted at [education.alliance@harman.com](mailto:education.alliance@harman.com).

### **WHAT IS THE EAP POINTS SCALE?**

The EARN Point Value is 10% of MSRP on all eligible HARMAN products, regardless of price paid.

MSRP = \$100  
EARN Points = 10

The REDEEM Point Value is MSRP.

MSRP = \$100  
REDEEM Points = 100

### **WHAT IS THE “DEFINITION” FOR WHEN A UNIVERSITY REDEEMS POINTS?**

When they use their available points to “purchase” HARMAN Professional Brands.

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

It can take up to 30-45 days depending on stock availability.

### **WHAT IS NEEDED TO SUBMIT AN EARN REQUEST?**

EARN requests must be submitted within 12 months of the ship date. You must have a Sales Order Number, Serial Number or Proof of Purchase documentation in order to submit an EARN request.

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

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

1. University Purchase Order on University Letterhead
2. Dealer Sales Invoice

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

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

### **DO I NEED TO CONTACT MY DEALER FOR EARNS OR REDEEMS?**

No, the points program is a member directed self-service program. EAP Members EARN and REDEEM points directly through the member portal, and are responsible for their own points. However, they may need to contact the dealer for a PO or Dealer Sales Invoice.

### **DO MY EARNED POINTS EXPIRE?**

EARNED points expire 12 months from the approval date of the EARN request.

### **IF I DON'T USE MY EARNED POINTS WITHIN THE 12-MONTH PERIOD, WHAT HAPPENS?**

You lose your EARNED points. The points program is a “use it” or “lose it” benefit program. EARNED points expire 12 months from approval date of the EARN request.

### **CAN WE COMBINE POINTS AND DOLLARS?**

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



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