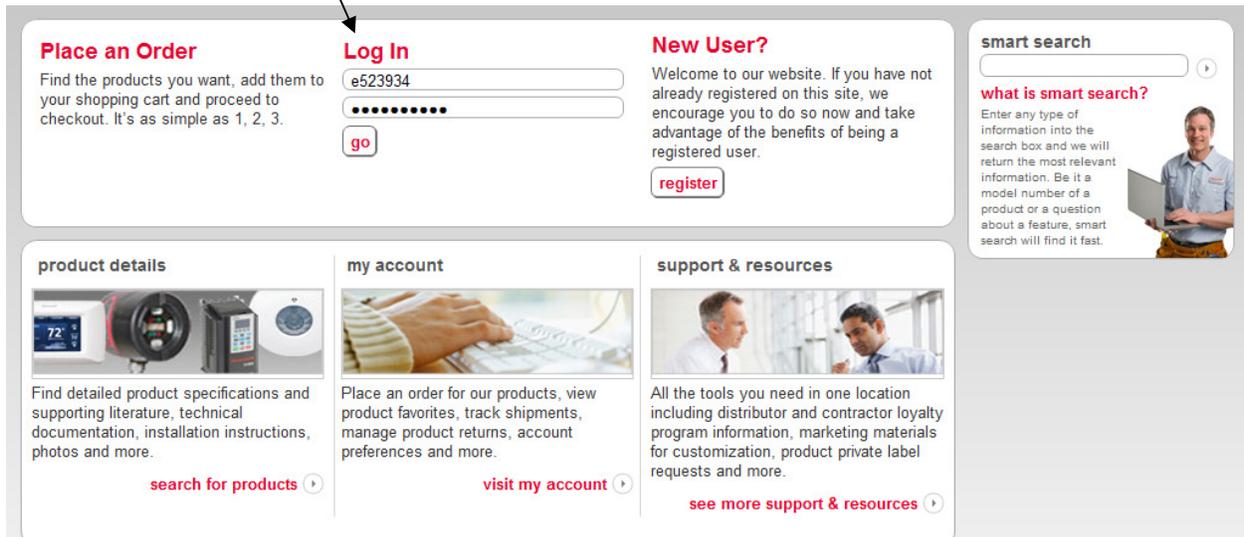
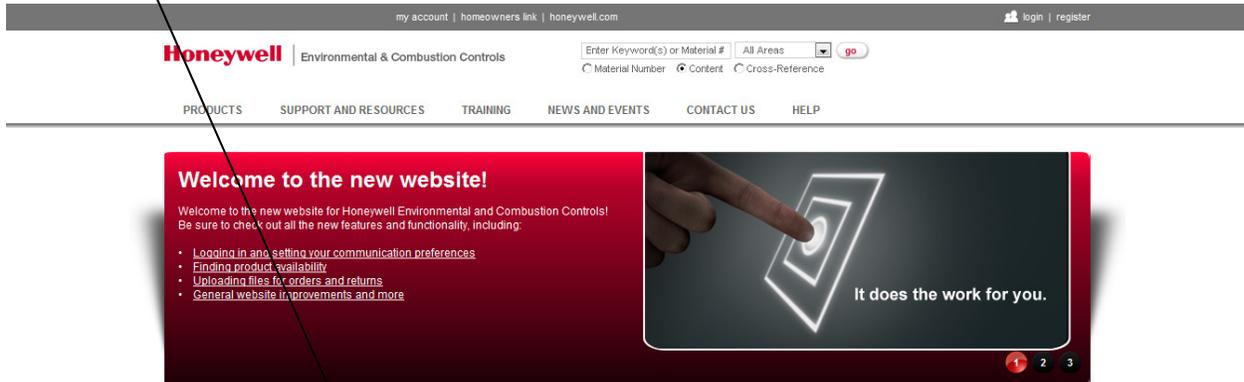
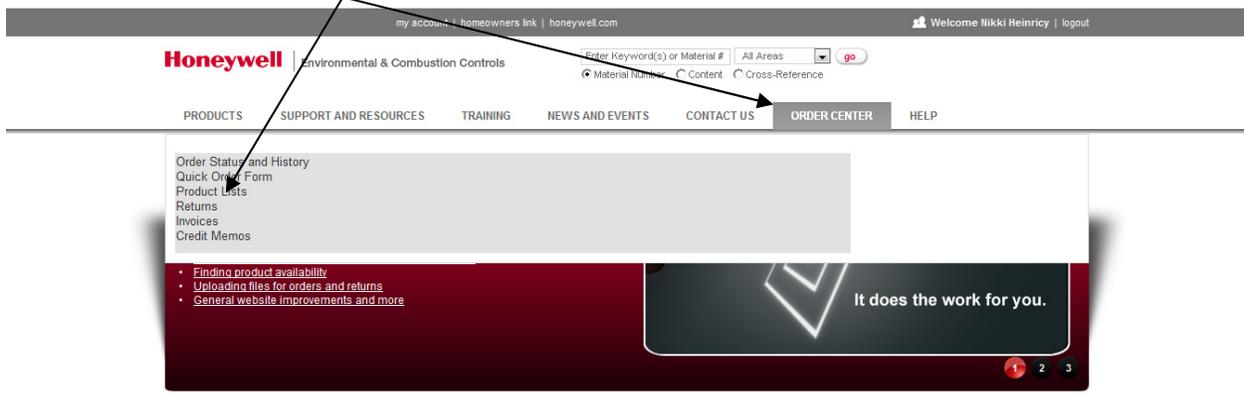


Warranty Returns

Login to your account.



Click on Order Center and returns



The e-mail address automatically defaults to e-mail associated with the current user.

You can enter up to five e-mail addresses separated by a comma.

The screenshot shows the 'Create New Return' form on the Honeywell website. A callout box labeled 'E-mail' points to the 'Email address(es)' input field, which contains 'nikki.heinricy@honeywell.com'. Another callout box labeled 'Click Continue' points to the 'Continue' button at the bottom of the form. The form includes a 'My Account' sidebar with various links and a 'Create a New Return Request' section with instructions and input fields for email, customer reference number, and a 'Continue' button.

Next you reach the product details page; here you can begin to enter information beginning with the optional reference number (can be internal reference), Honeywell or Customer Part number, QTY and Date code.

The screenshot shows the 'Returns - Product Entry' form on the Honeywell website. A callout box labeled 'Optional Reference Number' points to the 'Reference Number (optional)' input field. Another callout box labeled 'Honeywell or Customer Part Number, QTY and Date Code' points to the 'Honeywell Material Number - OR - Customer Part Number', 'Quantity', and 'Date Code (e.g. 0124)' input fields. The form includes a table for entering return details and a 'Submit' button.

Reference Number (optional)	Honeywell Material Number - OR - Customer Part Number	Quantity	Date Code (e.g. 0124)	Date Installed (mm/dd/yyyy)	Date Removed (mm/dd/yyyy)	Reason for Failure	Other Reason
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Reason	<input type="text"/>

We have a new feature that allows you to download an Excel Template. Complete the template and upload the file by clicking on upload a file and then browse for the file you have saved.

my account | homeowners link | honeywell.com | Welcome Nikki Heinrich | account: 187617 location: 489858 | logout

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Enter Keyword(s) or Material # | All Areas | go

Material Number | Content | Cross-Reference

My Shopping Cart
1 item(s): \$330.55

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Home > OrderReturnDetails

Returns - Product Entry

Please complete the information below for each product being returned. (Limit 25 items.)
At any time you can save the information you have entered for later completion.
Once you are sure all information is complete and accurate, please select the "Submit" button at the bottom of the page.
Once the return is submitted, you will receive an email with a packing slip and shipping label. This will be sent within 24 hours. This packing slip must be included in your product return. Please include one packing slip per box to ensure accurate credits. If the packing slip is not included, the return process will be delayed. The shipping label must be used to identify this as a web return, so that it receives priority processing. Please reference the RMA number on your debit memo.

Upload a File | Download CSV Return Template | Download Excel Return Template

Web ID Number: []
Account Number: 187617
Customer Name: Ferguson Enterprises Inc
Ship To Location: 489858
Return Type: Warranty
Bill To Address: PO Box 9406
Hampton
VA
23670-0406
US

Email address(es): nikki.heinricy@honeywell.com
Separate multiple email addresses with commas.

Customer Reference Number / PO Number: [Test]

Reference Number (optional)	Honeywell Material Number - OR - Customer Part Number	Quantity	Date Code (e.g. 0124)	Date Installed (mm/dd/yyyy)	Date Removed (mm/dd/yyyy)	Reason for Failure	Other Reason
[]	[]	1	[]	[]	[]	Select Reason	[]

Clear Line Copy Line

Returns - Product Entry

Please complete the information below for each product being returned. (Limit 25 items.)
At any time you can save the information you have entered for later completion.
Once you are sure all information is complete and accurate, please select the "Submit" button at the bottom of the page.
Once the return is submitted, you will receive an email with a packing slip and shipping label. This will be sent within 24 hours. This packing slip must be included in your product return. Please include one packing slip per box to ensure accurate credits. If the packing slip is not included, the return process will be delayed. The shipping label must be used to identify this as a web return, so that it receives priority processing. Please reference the RMA number on your debit memo.

Upload a File | Download CSV Return Template | Download Excel Return Template

Web ID Number: []
Account Number: 187617
Customer Name: Ferguson Enterprises Inc
Ship To Location: 489858
Return Type: Warranty
Bill To Address: PO Box 9406
Hampton
VA
23670-0406
US

Email address(es): nikki.heinricy@honeywell.com
Separate multiple email addresses with commas.

Customer Reference Number / PO Number: [Test]

Reference Number (optional)	Honeywell Material Number - OR - Customer Part Number	Quantity	Date Code (e.g. 0124)	Date Installed (mm/dd/yyyy)	Date Removed (mm/dd/yyyy)	Reason for Failure	Other Reason
[]	[]	1	[]	[]	[]	Select Reason	[]

Clear Line Copy Line

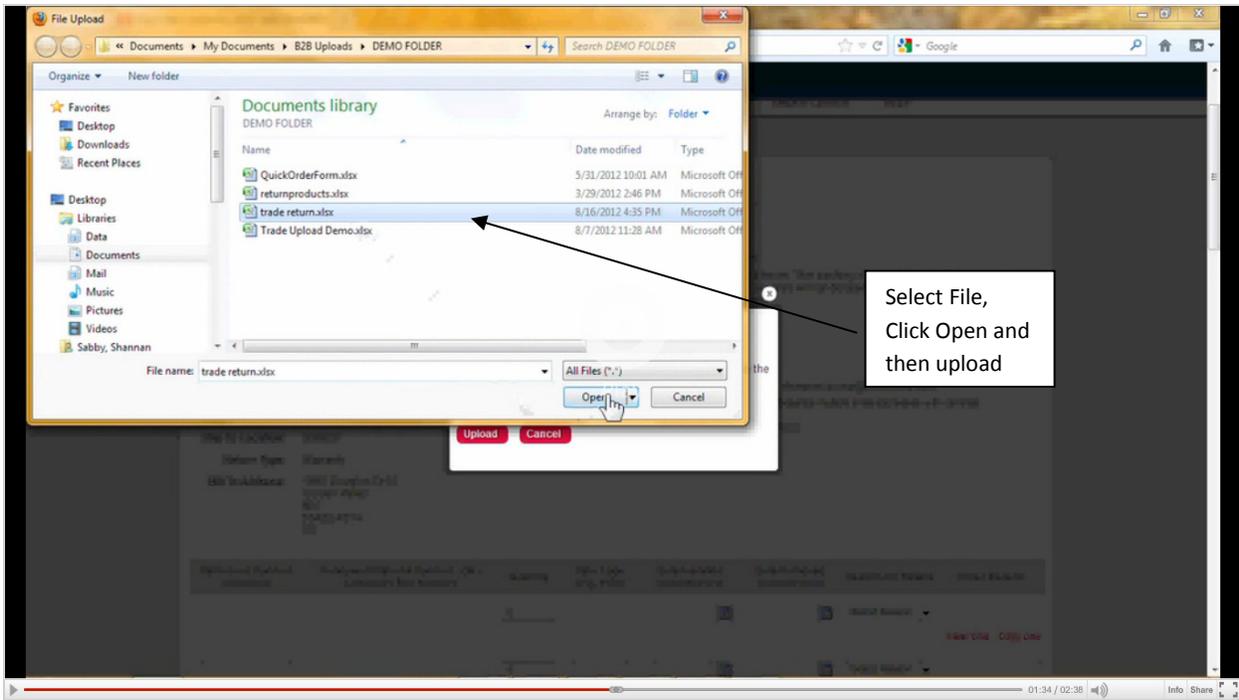
Select a file to upload

The file you upload must use the correct format.
You can download the CSV or Excel Return template from the item Entry page.

[] [Browse]

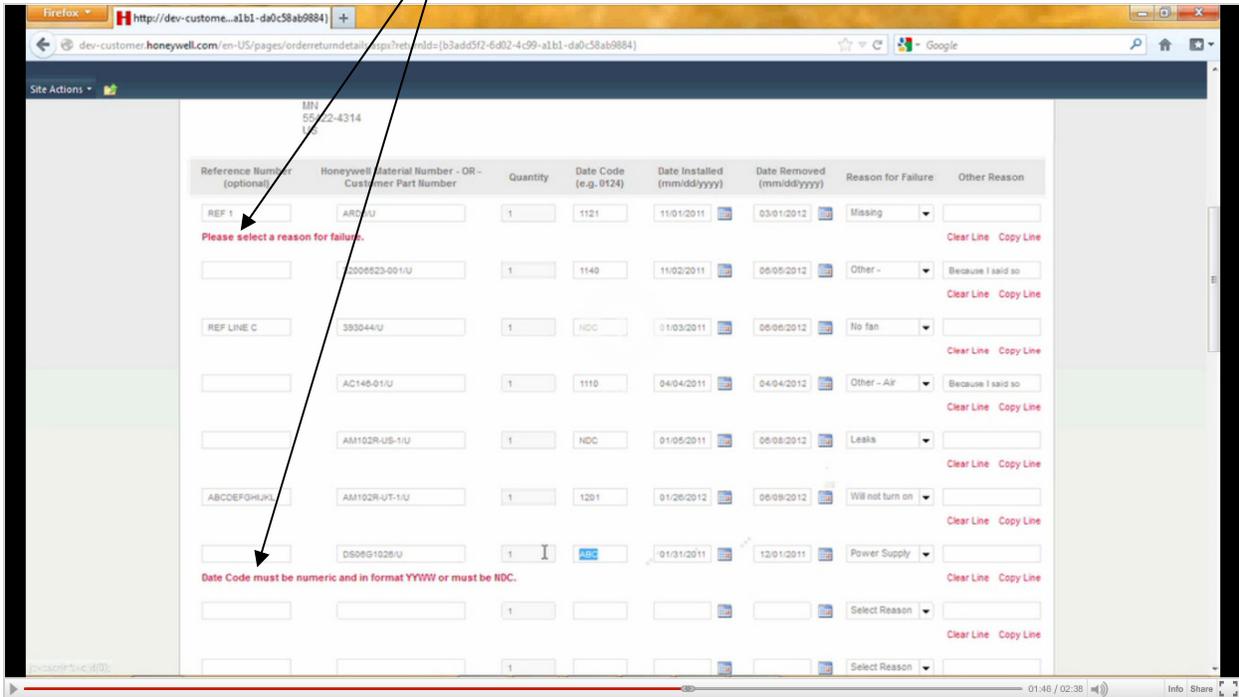
[Upload] [Cancel]

Browse

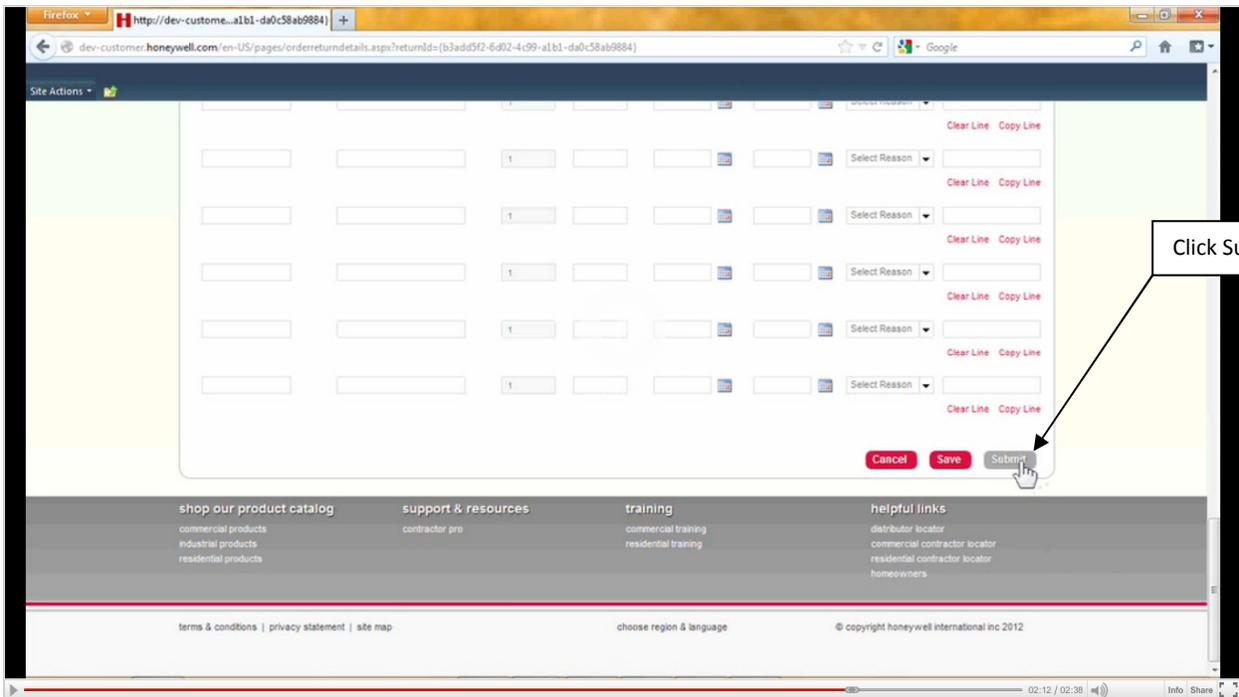
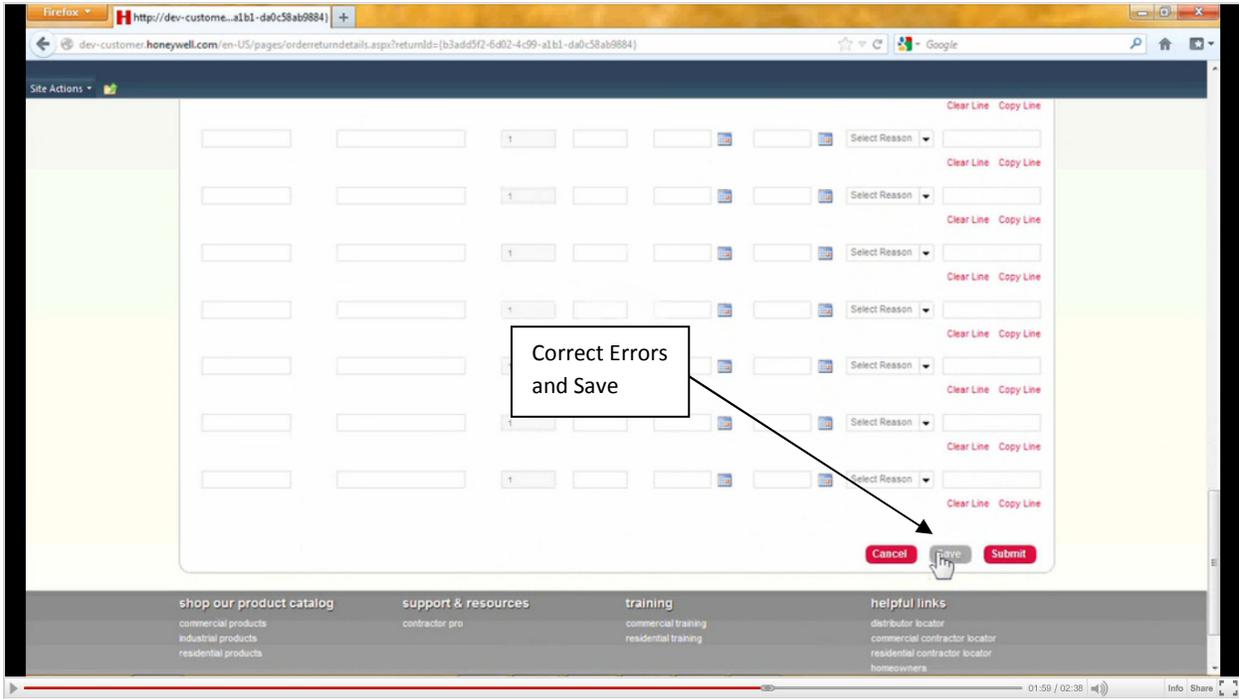


Note: If you started manually this will override any information you have previously entered.

Any errors will be clearly visible in **RED**.



Correct errors and scroll to the bottom of page and click save, this will validate all changes you have successfully made.



You can also process split returns where one item is scrap and the other is return. Below is an example:

my account | homeowners link | honeywell.com | feedback Welcome Shannan Sabby | account: 276251 location: 404469 | logout

Honeywell | Environmental & Combustion Controls

Search Keyword(s) or Model # Material Number

My Shopping Cart
0 item(s):
0.00 USD

PRODUCTS SUPPORT AND RESOURCES TRAINING NEWS CONTACT US ORDER CENTER HELP

Home > OrderReturnDetails

Returns - Product Entry

Please complete the information below for each product being returned. (Limit 25 items.)
At any time you can save the information you have entered for later completion.
Once you are sure all information is complete and accurate, please select the "Submit" button at the bottom of the page.
Once the return is submitted, you will receive an email with a packing slip and shipping label. This will be sent within 24 hours. This packing slip must be included in your product return. Please include one packing slip per box to ensure accurate credits. If the packing slip is not included, the return process will be delayed. The shipping label must be used to identify this as a web return, so that it receives priority processing. Please reference the RMA number on your debit memo.

Upload a File Download CSV Return Template Download Excel Return Template

Your changes have been saved.

Account Number: [REDACTED] Email address(es): shannan.bump@honeywell.com
Customer Name: [REDACTED] Separate multiple email addresses with commas.
Ship To Location: [REDACTED] Customer Reference Number / PO Number: test
Bill To Address: [REDACTED]

Reference Number (optional)	Honeywell Material Number - OR - Customer Part Number	Status	Quantity	Date Code (e.g. 0124)	Date Installed (mm/dd/yyyy)	Date Removed (mm/dd/yyyy)	Reason for Failure	Other Reason	Web ID Number
	ARD6/U	Return	1	1425	10/01/2014	02/01/2015	Will not operate		WEB1025765 Clear Line Copy Line
	th8110u1003/u	Scrap	1	1439	11/25/2014	01/13/2015	No heat		WEB1025766 Clear Line Copy Line
			1				Select Reason		Clear Line Copy Line
			1				Select Reason		Clear Line Copy Line
			1				Select Reason		Clear Line Copy Line

Add More Lines

Cancel Save Check Line Statuses Submit

Splits return into a return order and field scrap credit only order. When submitted two sets of paperwork will be emailed, a return packing slip and a field scrap receipt.

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commercial contractor locator
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homeowners

You will then see a web ID confirmation number for items that need to be returned, and a separate web ID number for field scrap items (it is a good idea to record these for your records). A packing slip and shipping label will be e-mailed to you within 24 hours for items that need to be returned to Honeywell. The packing slip *MUST* be printed and included with the product return. For field scrap items you will receive a scrap receipt via e-mail which is your credit memo.

Honeywell | Environmental & Combustion Controls

Search Keyword(s) or Model # Material Number

My Shopping Cart
0 item(s):
0.00 USD

PRODUCTS SUPPORT AND RESOURCES TRAINING NEWS CONTACT US ORDER CENTER HELP

Home > OrderReturnConfirmation

Order Return Confirmation

Thank you.

You should receive a packing slip with the RMA number within 24 hours. The packing slip must be printed and be included in your product return. If the packing slip is not included the return process will be delayed.

If you do not receive an email within 24 hours, please call 763-954-5780.

Your web ID numbers are: **WEB1025765, WEB1025766**

[New Return Request](#) [View Saved Returns](#)

Web ID order confirmation.

shop our product catalog
commercial products
industrial products
residential products

support & resources
contractor pro
[+] feedback

training

helpful links
distributor locator
commercial contractor locator
residential contractor locator
homeowners