



New Product Introduction Rebalance Policy

The intent of this policy is to reduce the risk that customers face as they place stocking orders for new Resideo products. This is especially important where sell-through mix is difficult to predict. The following document outlines the NPI rebalance policy and the steps that need to be taken to receive proper credit for returns.

1. Duration

The rebalance policy is effective October 1, 2020. All new products within the Residential Homes business of Resideo launched after this date and specified as “Rebalance Eligible” can be returned within nine months of their market launch date with an order placed of equal size. For instance, for products that launch on January 1, customers will have until September 30 of that same year to process their rebalance returns.

2. Eligible Products

A complete list of eligible products will be posted on www.customer.Resideo.com. Full material numbers and their corresponding market launch dates will be available and refreshed monthly so customers can quickly and easily determine what products can be rebalanced.

3. Program Requirements/Documentation

Returned products must be new and unused, and must be in saleable condition when they are received by Resideo for credit to be given. Rebalance returns are eligible for standard Resideo products; not build to order or custom built products. Returned Goods Authorization forms must be completed for returns to be eligible for credit. Restocking fees will be waived for product returns; however, customers will be responsible for return freight. Please contact your Resideo sales representative to obtain the required Return Goods Authorization form.

Rebalance will only be allowed if an order of equal size is placed at the time of the rebalance return. The PO number of the replacement order will be needed to fully process the rebalance return. The replacement order must be placed and the Returned Good Authorization form approved within nine months of the market launch date.

All NPI rebalance returns should be sent to the Resideo Ontario Distribution Centre:

Expeditors Toronto
Attn: Ademco RTN
6360 Belgrave Road
Mississauga, ON L5R 0G7

The product must contain a copy of the RMA and packing list including the part # and quantity being returned.