

Warranty Returns

Login to your account.

[my account](#) | [homeowners link](#) | [honeywell.com](#) [login](#) | [register](#)

Honeywell | Environmental & Combustion Controls
☐ Material Number ☒ Content ☐ Cross-Reference

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Welcome to the new website!
Welcome to the new website for Honeywell Environmental and Combustion Controls! Be sure to check out all the new features and functionality, including:

- [Logging in and setting your communication preferences](#)
- [Finding product availability](#)
- [Uploading files for orders and returns](#)
- [General website improvements and more](#)



It does the work for you.

Place an Order
Find the products you want, add them to your shopping cart and proceed to checkout. It's as simple as 1, 2, 3.

Log In

New User?
Welcome to our website. If you have not already registered on this site, we encourage you to do so now and take advantage of the benefits of being a registered user.

smart search

what is smart search?
Enter any type of information into the search box and we will return the most relevant information. Be it a model number of a product or a question about a feature, smart search will find it fast.


product details

Find detailed product specifications and supporting literature, technical documentation, installation instructions, photos and more.
[search for products](#)

my account

Place an order for our products, view product favorites, track shipments, manage product returns, account preferences and more.
[visit my account](#)

support & resources

All the tools you need in one location including distributor and contractor loyalty program information, marketing materials for customization, product private label requests and more.
[see more support & resources](#)

Click on Order Center and returns

[my account](#) | [homeowners link](#) | [honeywell.com](#) [Welcome Nikki Heinrich](#) | [logout](#)

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Order Status and History
Quick Order Form
Product Lists
Returns
Invoices
Credit Memos

- [Finding product availability](#)
- [Uploading files for orders and returns](#)
- [General website improvements and more](#)



It does the work for you.

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

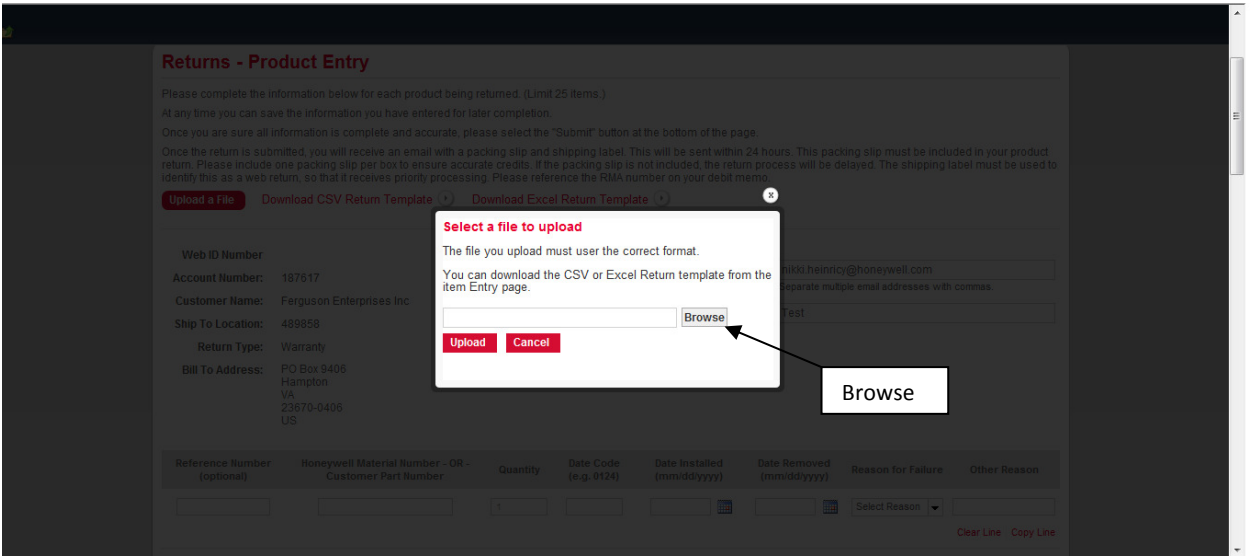
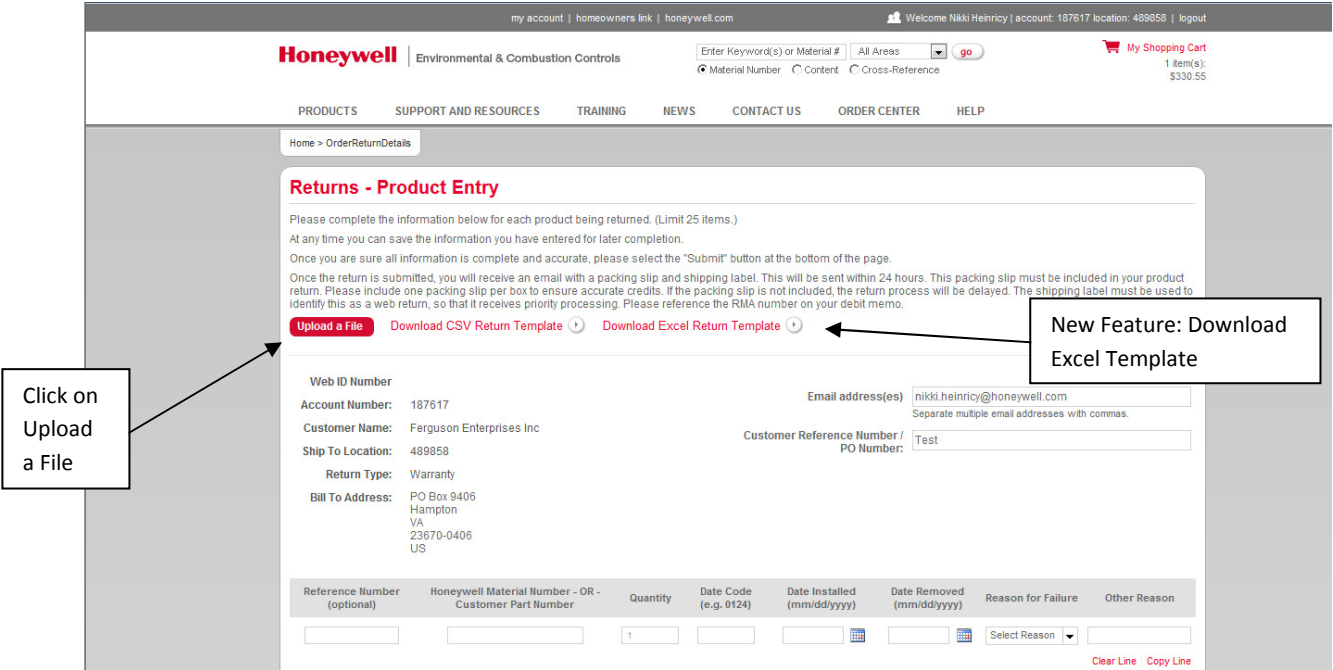
You can enter up to five e-mail addresses separated by a comma.

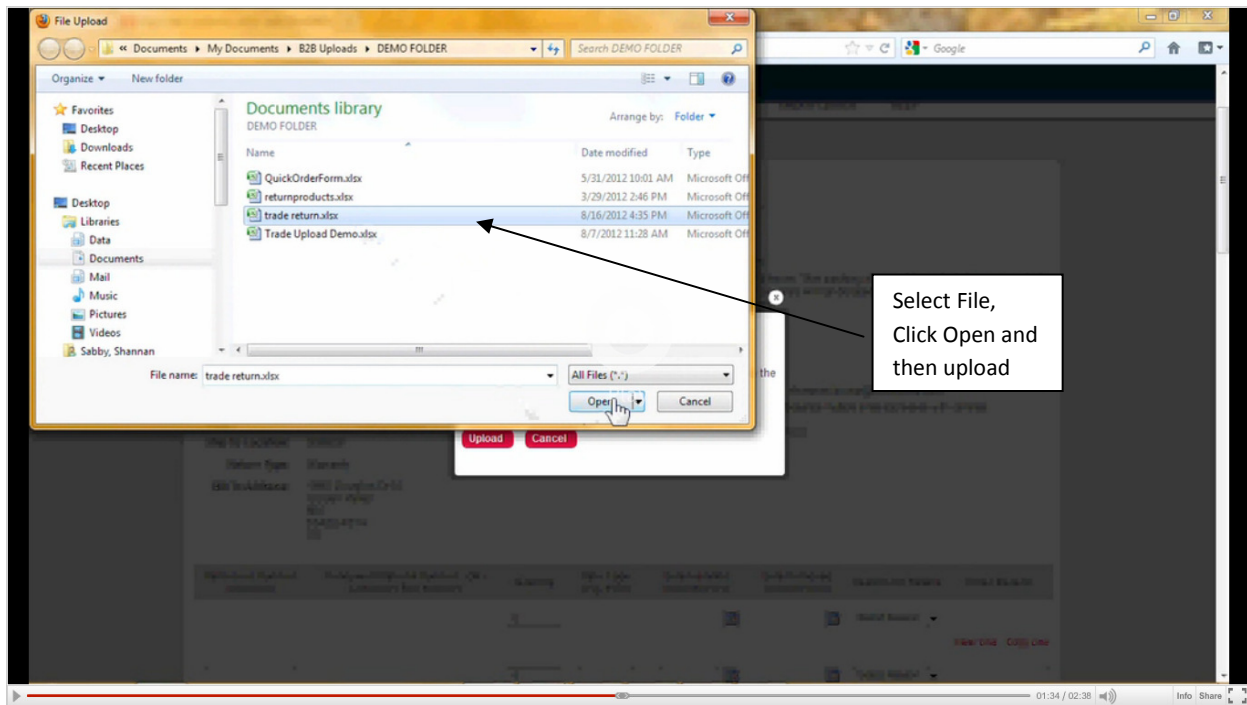
The screenshot shows the 'Create New Return' page on the Honeywell website. A sidebar on the left contains a 'My Account' menu with links like 'My Account Information', 'Address Book', 'My Product and Order Information', and 'Other Helpful Links'. A red box labeled 'E-mail' points to the 'Email address(es)' field, which contains the default email 'nikki.heinricy@honeywell.com'. Below this field is a 'Continue' button. A red box labeled 'Click Continue' points to the 'Continue' button. The main content area includes instructions for creating a return and a 'View Saved Returns' link.

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' page. It contains a form for entering return details. A red box labeled 'Optional Reference Number' points to the 'Reference Number (optional)' field. A red 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)' fields. The form also includes fields for 'Web ID Number', 'Account Number', 'Customer Name', 'Ship To Location', 'Return Type', 'Bill To Address', 'Email address(es)', and 'Customer Reference Number / PO Number'. There are links for 'Upload a File', 'Download CSV Return Template', and 'Download Excel Return Template'. A table at the bottom has columns for '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', and 'Other Reason'. A 'Select Reason' dropdown and 'Clear Line' / 'Copy Line' buttons are also present.

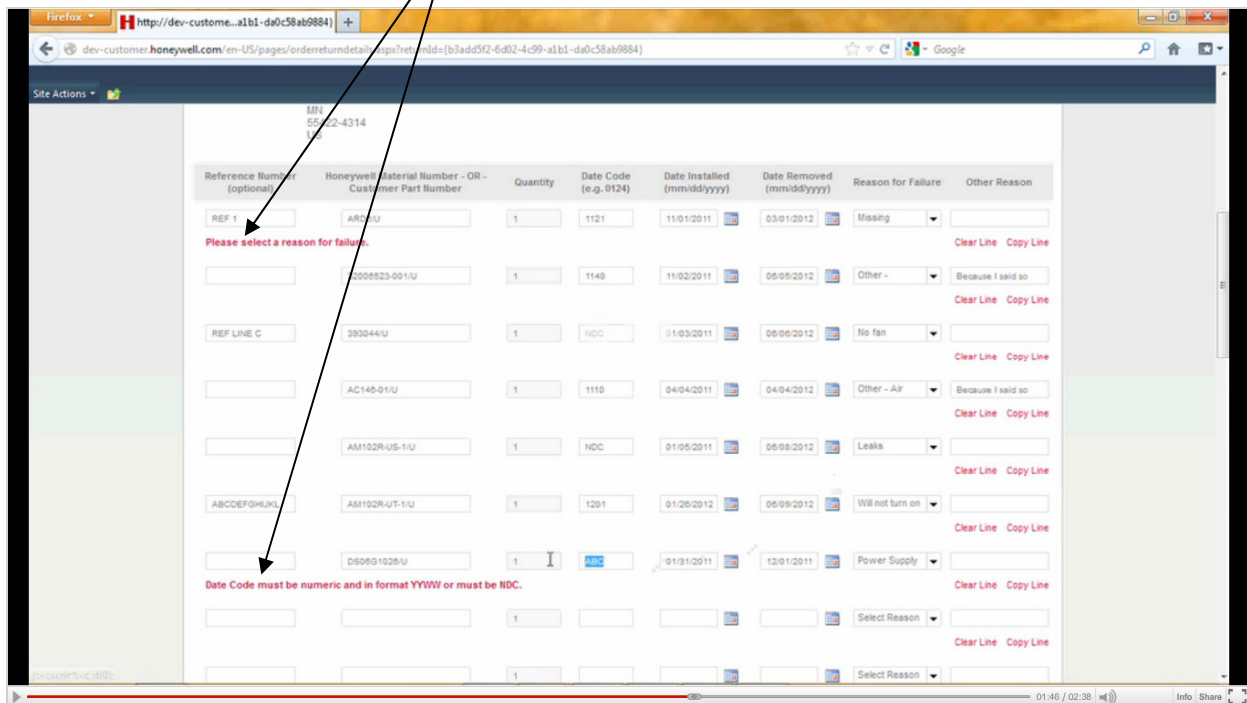
We have a new feature that allows you to download an Excel Template. Complete the template and upload the file by clicking on upload a file and then browse for the file you have saved.



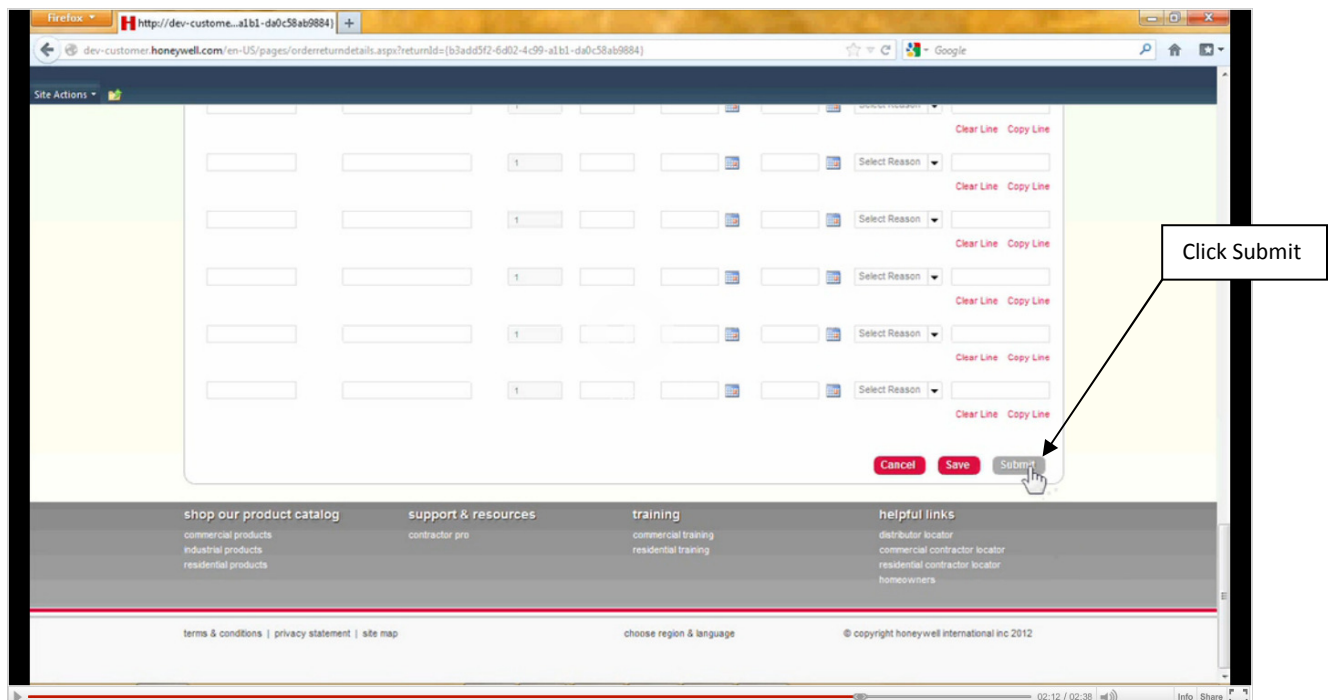
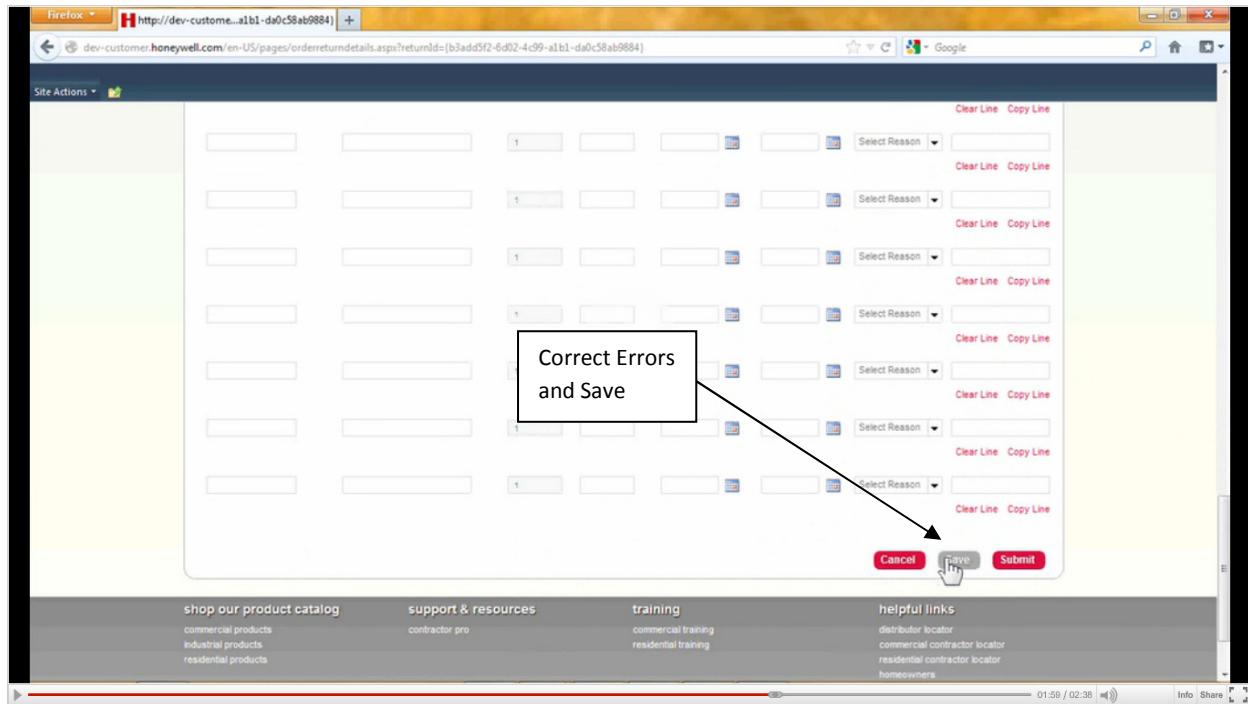


Note: If you started manually this will override any information you have previously entered.

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: 40469 | [logout](#)

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Search Keyword(s) or Model # Material Number

[My Shopping Cart](#)
0 item(s):
0.00 USD

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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](#)

Your changes have been saved.

Account Number:

Email address(es):
Separate multiple email addresses with commas.

Customer Name:

Customer Reference Number / PO Number:

Ship To Location:

Bill To Address:

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](#)

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helpful links
distributor locator
commercial contractor locator
residential contractor locator
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.

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Search Keyword(s) or Model # Material Number 

 **My Shopping Cart**
0 item(s):
0.00 USD

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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.

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contractor pro
[+] feedback

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commercial contractor locator
residential contractor locator
homeowners