

# Remote Upgrade Program Guide



## Overview

The Savant Remote Upgrade Program offers dealers the opportunity to trade installed Savant Remotes in for a significant discount toward a new Pro Remote X2. This makes it easy to keep a positive experience by providing existing clients' systems with the latest Savant technology.



**NOTE:** The Savant Remote Upgrade Program is intended only for installed Savant equipment. For returns or exchanges of new or unopened Savant products, the standard Savant Return Merchandise Authorization (RMA) policies and procedures apply.

- Package includes: REM-4000SG (Pro Remote X2 Space Grey)
- Qualifying Model Numbers: REM-1000-00, REM-1000-01, REM-1000-02, REM-1000I-02, REM-1100-00, REM-1100I-00, REM-2000I-00
- Full price of Pro Remote X2 will be charged at time of order. Standard Integrator discounts apply. \$100 account credit will be given once original remote is returned. Remotes must be returned within 3 months of purchase to qualify for account credit.

## How it Works

To get started, log into the Savant Store and search for **TRADEUP-REM4000**. Then, simply follow the steps below to proceed:

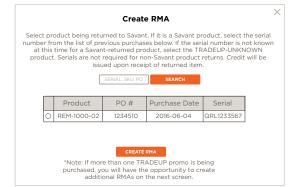
### Step 1: Add New Remote to Cart

Place your order on the Savant Store using the upgrade part number, TRADEUP-REM4000

		Order Details	
TRADEUP-REM4000 PRO REMOTE X2 TRADE UP IN STOCK REMOVE SELECT RMA PRODUCT	QTY: 1 MSRP (ea): \$800.00 My Price (ea): \$400.00 Total: \$400.00	MSRP: My Price: Order Subtotal:	\$800.00 \$400.00 <b>\$400.00</b>
		CHECKOUT	

#### Step 2: Choose Returned Product

- From the checkout view, click SELECT RMA PRODUCT.
- Select the serial number for the Remote being returned.
- Click CREATE RMA to automatically submit an RMA case. Return shipping labels will be sent to your email.



**NOTE:** If multiple TRADEUP-REM4000 SKUS are present in a single order an RMA case number is generated for each SKU.

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• Return to the check out page on the Savant Store and click **CONTINUE** to proceed with your order.

#### Step 3: Ship Remote to Savant

• Once the upgraded Remote has been installed, use the shipping label to return the old Remote to Savant for credit. Be sure to note the RMA case number from step 2 above on the shipping label. If multiple remotes are being shipped in one box write all RMA numbers on the outer return box and send shipment to:

Savant Attn: RMA Department 45 Perseverance Way Hyannis, MA 02601