

Customer Relationship Management contact information including:

- **Order Management** (purchase order processing, availability inquiries, RA request, misships, shipping and tracking)
- **Credit Management** (payment, billing information, statements)
- **New Accounts** (agreements, bank and trade references, re-evaluations)

<u>Phone</u>	<u>Address</u>	<u>Business Hours</u>
(877) 344-4CRM (4276)	Customer Relationship Management 8500 Balboa Blvd Northridge, CA 91329	8:30am -6:30pm EST Monday - Friday

Fax and email:

<u>Department</u>	<u>FAX Number</u>	<u>Email</u>
Credit Management:	(516) 750-9530	crm.helpdesk@harman.com
Order Management:	(516) 750-9541	om.helpdesk@harman.com
New Accounts:	(516) 750-9542	crinput.helpdesk@harman.com

Customer Service contact information:

Parts:

Business Hours: 9am – 6:30pm EST Mon. – Friday

<u>Department</u>	<u>Phone</u>	<u>Fax Number</u>	<u>Email</u>
General Parts:	(516) 682-3672	(866) 803-8448	hcgparts@harman.com
Harman Kardon	(800) 422-8027	(866) 803-8448	hcgparts@harman.com
JBL	(800) 336-4525	(866) 803-8448	hcgparts@harman.com
Infinity	(800) 553-3332	(866) 803-8448	hcgparts@harman.com
AKG	(888) 452-4254	(866) 803-8448	hcgparts@harman.com

Technical Support:

Business Hours: 8am – 8:30pm EST Mon. – Friday, 8am – 5pm EST Sat. – Sun.

<u>Brand</u>	<u>Phone</u>	<u>Fax Number</u>	<u>Email</u>
Harman Kardon	(800) 422-8027	(866) 220-3217	hcgcustomersupport@harman.com
JBL	(800) 336-4525	(866) 375-0940	hcgcustomersupport@harman.com
Infinity	(800) 553-3332	(866) 375-0940	hcgcustomersupport@harman.com
AKG	(888) 452-4254	(866) 375-0940	hcgcustomersupport@harman.com

Websites

www.harmankardon.com	www.harmanaudio.com	www.jbl.com
www.infinitysystems.com	www.akg.com	www.harman.com

Payment Remittance information:

Wire Information

JP Morgan Chase
1 Chase Manhattan Plaza
New York, NY 10007
ABA # 021000021
Acct # 141-0-23687
Swift # CHASUS33

Lockbox Information

Harman Consumer Group
PO Box 4424
Church Street Station
New York, NY 10261-4424