

HOW TO ENSURE A CORE PART IS ACCEPTED FOR REFUND

To ensure your core part is accepted for a refund, follow these guidelines:

1. Return the Correct Core.

The returned core must match the type, size, and model of the part purchased. For example, if you bought a cylinder head for a specific engine, the core must be a compatible cylinder head for that engine.

2. Meet the Return Window.

Return the core within the specified time frame (e.g., 30–45 days or up to 6 months, depending on the supplier). Contact the seller if you need an extension.

3. Ensure Core Condition.

The core must be in rebuildable condition: Avoid excessive damage (e.g., cracked housing, broken shafts, or corrosion from fire or water).

4. Prepare the Core Properly.

Drain all fluids to prevent environmental hazards during shipping. Clean exterior oil, grease, and dirt from the core. Wrap the core in plastic and repack it securely in the box your replacement part came in. Include packing materials to prevent shifting during transit.

5. Include Required Documentation.

Enclose all necessary forms (e.g., RGA form or packing slip) for identification purposes. Missing documentation can delay or reject your refund.

6. Follow Shipping Instructions.

Use prepaid shipping labels if provided by the seller. Clearly mark the box as “CORE RETURN” for easy identification at the warehouse. Ship through approved carriers and ensure timely delivery before the due date.