

## Core Criteria – General

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CIS Inc. is committed to supplying quality exchange components. In order to be competitive and keep our exchange program operational, we have to rely on the customer to return a component core that is complete and rebuildable. The core must be identical to the unit sold. This issue becomes particularly important as newer style components are introduced by the OEM. We will not accept an older style component core as a replacement for a newer style rebuilt component that we shipped. In instances in which the older style core is returned to us, we reserve the right to bill the customer OR deduct from the core credit any and all costs related to upgrading the component core. The core must be equal to the part number, arrangement or serial number, application or engineering level of the component sold.

Returned component cores must pass ALL of the following guidelines in order to qualify for the core credit. Any variance or failure to comply in full will result in a reduction, or possible disqualification, of a core credit. The following guidelines are consistent throughout our industry:

1. The part number or arrangement number must be the same as the exchange component sold.
2. The assembly casting number must be the same as that which was purchased. The cylinder block/housings/case must be free of cracks or welds. The block/housing/case cannot be broken, cracked, or structurally damaged in any manner.
3. The core must be complete, fully assembled and have all of the parts on it that are furnished with the exchange component. This includes pumps, valves, hoses and related items. Engines/transmissions/final drives and differentials must bar over freely.
4. Core must be free of all fluids.
5. Non-operational damage such as damage from excessive/rough handling, rust and corrosion from improper storage, and other internal/external structural damage will result in a reduction of the core credit. Please note that fire damage will result in NO core credit.
6. Cores that are inspected and found to be assembled from scrap material or that is found to have been salvaged will not qualify for a core credit.

In order to qualify for a core credit, the component core must be received within sixty (60) days from date of invoice. If a core has not been returned within this timeframe, it will result in forfeiture of any deposit paid for the core as if the component was sold outright. As such, the core will be removed from our record of cores pending return and credit.

Core credit refunds will be processed within 30 days from the evaluation of the returned core.