

Component Exchange Program: Return Procedures and Instructions

1. Pre-packing instructions

This first step is an important one. We want to be sure that what you ship is what we receive.

- Take digital images of all 4 sides of each component.
- Take a digital image of the component plate with the full serial number, model and year of manufacture of the component. If there is no plate, please contact us. We must have a unique serial number or identifying markings on the component.
- Send us copies. You may have to compress the file. Please limit the size of each email to 5 MBs. You may have to send multiple email messages.

If there is any damage or problems in transit, we will rely on these images to support any claim.

2. Packing instructions

All components must be clean. Please be sure to wipe off any oil or debris. We would highly recommend that you pressure wash each component.

All oil ports must be sealed. It is important to insure that there are no fluid leaks.

Please be sure to mount each component on a component stand.

Identify each component with the correct arrangement number.

3. Shipping instructions

Prepay the freight charges to our door. Insure the shipment for the full value of the component core.

For International shipments, please see below:

4. Instructions for completing Commercial Invoice

- Please state the correct quantity, part number and description.
- Please indicate that the condition as a used core.
- Please indicate the country of origin of each item.

Please include the following statement on the commercial invoice and ocean bill of lading:

- Merchandise has no commercial value. It is not for resale.
- The listed value is for customs' purpose only.
- Merchandise has been sent to the US to be rebuilt only.
- Merchandise will be returned to shipper within 90 days.

Please prepare and include 3 copies of the Commercial Invoice and Packing List.