



Core Return Form

Please include this form with all core returns. Crate Parts will contact you via email or phone to confirm receipt of your core and update you as to the status of your core refund.

Ship all cores to:

RMA _____
Crate Parts Core Return
445 West 22nd Street
Holland, MI 49423

Please use your original purchase invoice # as your RMA number!

Customer Information

RMA/Invoice # _____

Name _____

Address _____

City/State/Zip _____

Phone _____

Email _____

Core Information

Item being returned: _____

Initial reason(s) for replacing item: _____

Special instructions (if any) for core refund or additional information: _____

Core Charges

All remanufactured parts come with an associated core charge or core deposit. The "core" is the part that is remanufactured and brought back to specifications. When you buy a remanufactured part, you are expected to send your current part to us as a "rebuildable core". When we receive your core, it will be inspected to make sure the core is rebuildable. The core charge is refunded in full once it passes inspection. No partial credit is given on bad cores. Although our goal is to exchange your core for our remanufactured part, you can order a remanufactured part without having a core.

Core Returns

Cores must be complete and in rebuildable condition in order to receive core credit. A box of parts does not constitute a rebuildable core. A part requiring welding does not constitute a rebuildable core.

Upon receipt we will inspect the core and refund the core charge less whatever non-wear parts are broken, missing, or damaged. Cylinder heads and engine blocks are subject to crack-checking before a core charge can be refunded.

Cores must be returned within 90 days to receive core credit. All cores must be returned in the original manufacturer's box. Cores returned must be the same as the unit sold.

The customer is responsible for the return of the core. The cores should be packed carefully for return in order to protect the core from shipping damage. Crate Parts is not responsible for shipping damage.

Rejected cores can be returned to the customer at additional cost and no core refund will be given. Pre-payment of return shipping must be received before rejected cores can be returned. Partial core credit will NOT be given for partial or damaged cores.

Fill out the Core Return form completely and return it with your core. Cores returned without the appropriate paperwork may be rejected or credit may be delayed. Cores with shipping due will be rejected. Please use your original purchase invoice number as your RMA number and include it in the Ship To address.

State law requires Crate Parts to charge Michigan Sales Tax (6%) on core deposits for all in-State sales. By law this tax is non-refundable.