

Industrial Injection Machine Shop Core Return Policy

All remanufactured engines, heads and parts come with an associated core charge or core deposit. When you buy one of our remanufactured products, you are expected to send your current part to us as a "rebuildable core". Upon receipt, we will inspect the core and refund the core charge, less any missing or damaged non-wear parts. Cores must be complete, fully assembled, and in rebuildable condition in order to receive full core credit. A box of parts does not constitute a rebuildable core. 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. We will not be responsible for shipping damage. Cores returned must be the same as the unit sold. Cores must be returned within 45 days of the original invoice date. (After 45 days, a 50% late charge will be deducted from the core refund.)

All cores must be returned in the original box or shipping crate and packaged to prevent shipping damage to the core. (Cores not returned in the original box or shipping crate will receive 50% core credit after inspection.)

You can submit ONE core for one product received. This means that you cannot continue to submit cores, if the core you originally submitted was deemed unacceptable. The core charge is refunded once the inspection process is complete.

Write the return authorization number on the outside of your package and/or in the space provided on the PRP label, and include copies of both our return authorization form and your original invoice.

Please allow sufficient time for a returned core to reach us and be inspected before calling to check on your refund. Typically, this can take 3 weeks from the time we receive your core. You can check the date that we received your core by tracking your shipment.

Rejected cores will be held for 30 days, if in that 30 day time period the customer wants the core or partial core returned; they can arrange shipping with the freight company of their choice. All return shipping charges will be paid by the customer.

The following are some examples of damage that will disqualify a core from receiving full core credit.



Glow plugs that can't be removed



Damage to deck surface



Shipping damage



Broken covers



Cracks in head or block



Rust

Rust is the biggest avoidable core credit problem. If water gets in the engine it only takes a short time to do damage that can't be repaired. Wrap the core in plastic rap before shipping and do not store your core outside. Engines, that are shipped sitting on the oil pan, will require the oil pan to be replaced. Spun main or cam bearings on blocks are considered a non-rebuildable core. A broken camshaft, crankshaft, or cracks found anywhere on the block, crank, or head, are considered unrebuildable! If your head is cracked and your block is good, your core will be prorated accordingly.