



HOW TO CLAIM YOUR CORE CREDIT

When you purchased your re-manufactured part, you may have paid a core charge for the return of your old part, and we would like to refund you your core charge. To receive your credit please follow these directions thoroughly!

- Cores are to be returned within 90 Days. Cores returned after the 90-day period will be 'banked' in our warehouse.
- All cores are subject to approval. Credit will only be given for re-buildable cores. Cores must be complete, assembled and in "as removed" condition. Credit will not be given for rusted, fire damaged, or previously disassembled cores. In the event a core is rejected, you will be provided with an explanation and credit will not be issued. The core will be scrapped or returned at your expense. We ask that you return like-for-like cores to receive your full credit.
- Return the core in a plastic bag in the original box and packaging materials from your delivered product delivery. Make sure the core is drained of all fluids and dry. Any leaking packages received by us will be refused immediately and returned to the sender. You may be liable to damages to the carrier, freight charges, and you will lose your core deposit. You are responsible for proper shipping and complying with carrier requirements.
- Do not remove parts, The core must have all the same components as received from us, with all components installed.
- Part number must be the same as the item purchased by you, including accessory items.
- Over returned cores are cores that were returned with no core eligibility at the time of receipt. Over returned cores will be "BANKED" as customer owned property and stored at Zillion Heavy Duty Parts warehouse. Credit will only be issued when a new order is placed for the rebuilt unit associated with that core. After 12 months if no new order has been placed a Zillion Heavy Duty Parts representative will email your core team to disposition the core. The core can be returned to the sender at your expense, scrapped or in some cases purchased by Zillion Heavy Duty Parts for a negotiated price. Failure to respond to the request for disposition within one week will result in forfeiture of the core and it will become property of Zillion Heavy Duty Parts and removed from your "BANK" on your core report.

Including a copy of your Zillion Heavy Duty Parts invoice or Zillion Heavy Duty Parts pack list will speed your credit.

Ideally, return the item in the same box and packaging. When we receive your core, we will inspect your core to verify it is able to be re-built. If it is not complete and economically able to be re-built, you will receive no core credit or partial credit.

Credit will be issued using the same method as your purchase. For example, credit cards will be credited back to your account. PO customers will receive statement credits etc. Credits will be issued within 30 days, depending on your bank or credit card company.