

ZIM'S CORE RETURN POLICY

"Quality remanufactured parts start with quality cores"

Zims Autotechnik strives to provide you with the highest quality remanufactured parts at the lowest possible prices. To do this, we must start with the highest quality cores. We must also insist that these cores be returned to us in a timely and carefully packed, undamaged fashion. (If we don't get your core back, or it is damaged in shipment, we can't rebuild it). In order to help us achieve this goal, please be aware of, and follow these return guidelines:

1. **All cores MUST be returned to us within 30 days** of the date of the sale of the original unit for full core value. Any period longer than 30 days WILL result in a reduction or possibly NO core refund. We must enforce this policy.
2. All cores must be sent to us **FREIGHT PREPAID IN THE ORIGINAL CONTAINER**. Pack the core carefully so it will not be damaged in shipping. *We suggest you pack them as if they **belonged to you** because until we accept them as a rebuildable core, **they do belong to you**. YOU MUST ENCLOSE A COPY OF THE ORIGINAL INVOICE and your current contact information. YOU MUST CALL FIRST FOR A RETURN AUTHORIZATION NUMBER. DO NOT JUST SHIP A CORE BACK AS IT WILL GET REFUSED WITHOUT THE PROPER RA NUMBER!*
3. **ATTENTION RESELLERS**. If you are reselling the part, **DO NOT CREDIT YOUR CUSTOMER UNTIL ZIM'S HAS PAID YOU FOR THE CORE**. The amount you are paid for a core is based on its condition and ability to be remanufactured into a high quality part. See also item # 7 below.
4. If there are obvious problems with the core such as broken castings, burn damage, etc.; call before sending the core to us. It may be unusable, and we can save you the time and expense of shipping a part we cannot use. **DO NOT EXPECT FULL VALUE FOR SERIOUSLY DAMAGED CORES.**
5. **DO NOT DISASSEMBLE THE CORE**. It decreases its value and parts may be lost and/or damage done to the unit.
6. We do not expect spotlessly clean cores, but they should be free of most dirt, grease and oil. Wrap the part in plastic bags to prevent leaking fluid from damaging other shipments. Just good common sense here please!
7. Due to a large number of cores that our various manufacturers now contact us about, informing us that they are **"NOT REBUILDABLE UNITS"**. We must now "HOLD" your core deposit for a period of time until the specific core item involved has had time to be returned to the manufacturer and inspected for it's ability to be an acceptable core for rebuild. This means you will **NOT** get an immediate core deposit return until the manufacturer has had a chance to tell us if the core is good for rebuild. We are sorry for this delay in getting your core deposit money back to you, but the fact remains that if the part is **NOT** a rebuildable unit, **WE** get charged back for the core. We must pass this on to **YOU** as it was your core not ours. Any small amount of profit we may have made on the initial parts sale is negated when the core is not capable of being made back into a good serviceable unit. We hope you can understand our position on this. We will make every effort to expedite the return of these units to keep the wait time to a minimum. However due to the fact that some manufacturers are local, and some are located in various parts of the country, the delay can, and will vary.

IF YOU HAVE ANY QUESTIONS REGARDING THE CONDITION OF A CORE YOU ARE RETURNING, CALL US TOLL FREE AT 1-800-356-2964.

You wouldn't want us to send you a part remanufactured from an inferior quality core, that's why we try so hard to get quality cores in return.

THINK OF THE CORE YOU ARE SENDING US AS THE BASIS FOR THE REBUILT PART YOU WILL RECEIVE.

Use this address label for core returns

FROM:

TO:



1804 Reliance Pkwy
Bedford Tx, 76021

CORE RETURN

INVOICE # _____
RA# _____

YOU MUST CALL FIRST FOR A RETURN AUTHORIZATION NUMBER. DO NOT JUST SHIP A CORE BACK. IT WILL GET REFUSED WITHOUT THE PROPER RA NUMBER!