



Hybrid Drive Battery Core Return Policies and Procedures

- Core must be complete and returned in its original box.
- Core must be the same part type and application as the purchased replacement unit.
- Core must be returned in the same packaging it was shipped in.
- All cores must be written up on a separate RGA from other types of returns. The RGA must be attached to the return. Contact Customer Service at the number listed below to obtain your RGA number and arrange for core pickup.
- Core returns are paid for by Dorman Products.
- Please call Dorman Customer Service for authorization before shipping via any other method than the one originally provided by Dorman. Only shipments arranged by Dorman will be paid for by Dorman. Customer assumes all responsibility for shipments arranged for by anyone other than Dorman (please note that FedEx Freight is not the same as FedEx Ground).
- If the pickup driver refuses to pick a battery up for any reason, please contact Dorman Customer Service and they will contact the carrier to get the issue resolved.
- All cores must be shipped separately from all other returns to the address listed below. 'CORE RETURN' must be clearly marked on the paperwork. 20% restocking fee applies for all battery returns inaccurately or inadvertently ordered.
- Core **MUST** be accompanied by the core return packing slip (RGA paperwork).
- Do not write on the shipping container. Remove all original shipping labels and bills of lading from outside of shipping container.
- Cores are only eligible for return on purchases made during the previous 24 months. The quantity of cores credited cannot exceed the quantity of units purchased.



- Core Credit will only be issued to the returning account holder once the core is received and inspected.
- Core credit will be issued at the published price in effect on the date that the FG was invoiced.
- Cores can be either returned directly from the store initiating the sale or from the DC. Customer preference should dictate where the core is returned from.

NO CORE CREDIT WILL BE ISSUED IF:

- Core is not returned in the original shipping container.
- The core being returned does not match the part that was shipped, i.e., the core must be the same part type and application as the purchased replacement part.
- All the same components included with the purchased unit are not included with the core being returned.

Returning cores promptly and following the policies outlined above will eliminate potential credit delays and increase product availability

Customer Service: 1.800.523.2492

Hybrid Battery Core Return Address:

ATTN: CORE RETURN
905 JR Industrial Drive
Sanford, NC 27330