



Diesel Care and Performance Inc. Core Policy and Agreement

3901 Thomas Street

Memphis, TN 38127

800.961.9290

All orders which required the return of a core also require that Diesel Care and Performance has a signed core agreement and a valid credit / debit card on file prior to fulfillment and shipment of the order. If you do not wish to have a credit card on file for your convenience, you may pay for the core value at the time of order fulfillment, or Diesel Care and Performance may hold your order until the cores are received into our facilities. Once cores are received, inspected, and processed, we will fulfill and ship your order.

The on-file payment method will not be charged unless the core is not returned within 35 days of product delivery. Once the core return is deemed late, the customer agrees to a 1% late fee per day, totaling no more than 30% of the monetary value of the cores, also known as consecutive late fees, until the core is either returned to Diesel Care and Performance, or the full monetary value of the core is billed to the customer.

**All information will remain confidential- This payment information will be verified with your Provider.*

Preferred Method of Payment Information

Credit Card Type _____ Credit _____ Debit
_____ VISA _____ MASTERCARD _____ AMEX _____ DISCOVER

Credit Card Number _____

Security Number (3 digits on back of card) _____

Expiration Date _____

Cardholder's Name _____

Billing address to which credit card statement is sent:

Street _____

City _____ **State** _____

Zip Code _____

Definition of a Core:

The core is the old unit, which was replaced by the new or rebuilt item. All exchange product and purchases will be detailed in the product description on our item listings, or will be discussed by Diesel Care and Performance when orders are placed over the phone.

Shipping Method:

After installing the new / exchange item, simply put the core back in the original shipping box, as long as the box has not sustained any excessive damage in original transit. Please drain off oil or fuel if possible. Wrap in sturdy plastic or packaging material and secure core as best possible. The customer is ultimately responsible for the safe return of cores. Please be mindful of respective shipping company's compliance and guidance for shipping cores. Failure to properly package your core could jeopardize the safe and complete delivery of the core. Diesel Care and Performance does not provide a pre-paid return label to you for the core return. Please retain your tracking information for your core return to ensure safe delivery. The tracking information must show delivery by the shipping carrier for core credit to be applied.

Core Physical Condition:

All cores should be returned in "as is off the engine" condition. If they are disassembled, been through a fire, are missing parts, display visible damage to the threading, display extensive pitting or visible damage, or are missing parts, then you may be charged partially or IN FULL for the monetary value of the cores. Core substitutions are not allowed on cores, and no credit will be issued for the core charge. Cores must be the same OEM part number as the received product. Also, we do not offer warranty on any exchange item when we have not had the ability to review the original failure, so you MUST return the unit off your engine. If you have questions regarding the condition of your cores, please contact us at 800.961.9290. All cores are expected to be a "like for like" exchange for the exchange product purchased. If you are purchasing an exchange product and do not have an exact matching core for the product purchased, please be prepared to pay for the monetary value of the core or contact us directly to explore possible options.

After 45 Days:

The credit or debit card that is placed on file will be billed for the full monetary value of the core once the core is 10 days past due. If the payment method is unable to clear for the full monetary value, a 10% late fee will be billed to the card. If the full monetary value of the core cannot be collected, an additional percentage totally no more that 30% of the monetary core value will be collected in accordance with our '1% per day late fee' policy mentioned above. Once the core late fees and monetary value of the core is collected, the Dealer has no more than 14 days to return the cores for full store credit of the monetary value of the core. Any and all late fees collected are non-refundable.

If at any time, the credit card placed on file is found to be invalid, or attempts to collect (the fees and monetary values forementioned in this agreement) made by Diesel Care and Performance as detailed in this agreement are disputed, the customer's account and all rewards, benefits, and pending orders will be placed on hold.

If you are attempting to return a core after a core deposit has been collected due to a late core or lack of core return, please note that only the monetary value of the core is refundable. ANY LATE FEES INCURRED DUE TO LATE OR NEGLECT TO RETURN A CORE ARE NON-REFUNDABLE. Meaning, the issued refund will be less the incurred late fees depending on when the core was returned. After a core is deemed 100 days late, no credit can be offered in terms of a refund on core collections.

Please acknowledge and initial the below statements and sign at the bottom to complete this form. A return form is available on the next page. Please include the Return form with your cores to ensure that they are credited properly to your account.

If you have additional questions or do not understand the core policy, please call 800.961.9290.

_____ **I authorize Diesel Care and Performance Inc. to charge the monetary core value to the payment information provided herein if the core invoiced are not returned within 35 days of original product delivery. I agree to pay for this purchase in accordance with the issuing bank cardholder agreement.**

_____ **I understand that there will be a 1% per day late fee for late returns starting on the 36th day.**

Would you like to insure your package for \$10.00? Y/N _____

**This insurance protects your order if your package is lost or damaged in shipping. We are not responsible for uninsured packages damage or lost in transit.*

Cardholder- Please Sign and Date

Signature: _____

Date: _____

Please address your package to:

ATTN: RETURN
3901 Thomas Street
Memphis TN 38127

Diesel Care and Performance

Return Form

Name on Order:

Phone Number:

Order or Invoice Reference:

*Please check the reason for your return below:

Core Return Return for Credit Warranty Return Rebuild Service

Comments:

Core Return Policy

If you have purchased an exchange product, your order requires the return of a core. **Cores must be returned within 35 days from the date of delivery to avoid late fees or core charges billed to your account.** We are unable to provide a return shipping label for your cores, but we strongly suggest including this form in the box with your cores to ensure the core credit is awarded to the correct account. We also suggest documenting the tracking number for your core return shipment, and monitoring its transit until the tracking number shows delivery. If you are charged for cores or late charges and attempt to dispute the charges, you will be expected to provide a valid tracking number showing delivery of a valid weight to redeem credit.

Packaging Instructions

We suggest removing all drain plugs and completely draining oil from your core unit prior to packaging and shipment.

- Properly secure the cores into a box with at least three inches of clearance on all sides.
- Use an appropriate container, cushioning materials and at least three strips of packing tape.
- If reusing packaging, remove or black out old shipping labels including their barcode(s).

For more information, please contact our offices at 1(800)961-9290 or via email at sales@dieselpcare.net