



610 South Street New Castle DE 19720
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General Core Return Guidelines

Core refunds are processed in the form of a check mailed to the billing address provided.

If core return sheet is not completed and returned with your core, we will not honor a core refund. Cores must be returned within 2 weeks of product receipt. Cores returned after 2 weeks are subject to a \$25.00 refund reduction per day. If returned core is found to be damaged, compromised or unacceptable in any way Muldoon's Performance Transmissions has the right to refuse it. It is the responsibility of the customer to properly package and secure the core for return shipment. Valve bodies, Transmissions and Torque Converters must be completely drained of all oil. With the exception of 48 for 47 valve bodies, The core returned must match the core type sent out (e.g., 48 for 48).

Valve Body

MPT does not accept ATS, Sonnax 48RE conversion or PCS valve body cores. 48RE Valve bodies must have original rooster comb. Please reuse the packaging in which your valve body was sent. MPT is not responsible for any park rods, filter extensions or other miscellaneous accessories sent in with core valve bodies. Valve bodies must be completely drained of oil, sealed in a oil proof bag and completely encompassed with 2" of cushion material. Failure to properly package a valve body will result in broken castings. Do not send valve body in with park rod or filter extension, they will be discarded in the core check in process.

Transmission

Transmissions must be complete with no missing internal parts and completely assembled. Transmission core must match the transmission purchased. Heavily oxidized or corroded components are not accepted. Transmission cases must have no cracks, physical damage or heavy oxidation. If transmission core has a thick coating of debris, there will be a cleaning fee deducted from the core refund. Transmissions must be sent back with an OEM torque converter for torque converter core refund eligibility.

Torque Converter

Torque converter cores must be OEM and unmodified. No billet covers or modifications are accepted.

Shipping

Customer is responsible to properly package core merchandise. MPT is not responsible for any loss or damages due to improper packaging methods.



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Transmission Core Policy Continued

Attention MPT Customers: Effective 03/20/2023, MPT will ship transmissions to customers in transmission shipping totes, including a torque converter shipping bracket. Customers will not be charged for these items upfront; however, both of these items do carry associated charges if not returned within 30 days of customer receipt (\$500 for shipping tote, \$100 for TC shipping bracket). MPT sales representatives will collect customer credit card information at the time of sale/ after sale has been completed.

If MPT does not receive a customer's transmission core & associated shipping items within 30 days, MPT will charge your credit card for a total of \$600 (\$500 for shipping tote, \$100 for torque converter shipping bracket.) If your core arrives late, a late fee of \$25/ day will be deducted from your refund.

[Example: If your transmission core & associated shipping items arrive at MPT 34 days after you received your transmission, (4 days late), you will have \$100 in late fees, and receive a refund of \$500, rather than the full \$600]

Up-front core charge

When a Muldoon's Performance Transmission (MPT) is ordered for shipment to the customer or for pick-up by the customer at MPT for installation elsewhere:

- Core refunds are processed in the form of a check mailed to the shipping address provided.
- If core return sheet is not completed and returned with your core, we will not honor a core refund.
- The core returned must match the core sent out (e.g., must receive a 48RE core with 48 internals if a 48RE transmission was purchased).
- Cores must be returned within 2 weeks of product receipt. Cores returned after 2 weeks are subject to a \$25.00 refund reduction per day.
- We expect a light film of oil on the case but if your core is caked with dirt/debris when received, we will deduct \$50.00 from your core refund.
- If returned core is found to be damaged, compromised or unacceptable in any way Muldoon's Performance Transmissions has the right to refuse it. It is the responsibility of the customer to properly package and secure the core for return shipment.
- When core hard parts are not reusable (e.g., case, drums, O/D housing, valve body, stator, etc.), we will deduct the going rate for replacement parts (e.g., \$500.00 for O/D housing) from your core deposit. We will notate any such deductions on your core refund.

Installed transmission core charge

When your transmission is being installed at Muldoon's Performance Transmissions, we do not assess an up-front core charge under the assumption that the existing transmission in the vehicle is a sound core:

- When core hard parts are not reusable (e.g., case, drums, O/D housing, valve body, stator, etc.), we will deduct the going rate for replacement (e.g., \$500.00 for O/D housing) from your core deposit. We will notate any such additions to your invoice.
- We expect a light film of oil on the case but if your core is caked with dirt/debris, we will add \$50.00 to your invoice.