

Core Policy

ReCon relies on returned core to continuously supply customers with the correct high-quality remanufactured components. For that reason, we ask that cores be returned on a like-for-like or style-for-style basis. Before returning core, please read our core policy to be sure you meet our core acceptance guidelines.

General Policy, Core Acceptance

Damaged Cores

- Cores damaged as a result of improper packaging may be subject to rejection. It is the customer's responsibility to properly package core.
- Core that is damaged by non-operational causes such as rough handling, fire, improper removal or improper protection during storage is not acceptable.

Condition

- Rust that occurs on exterior surfaces of components exposed to weather conditions from normal operating conditions is acceptable. Interior surfaces and components, such as rods, or any machined surface can only have light flash rust. Heavy rust due to improper storage is not acceptable.
- Assemblies must be complete and contain their original component parts.
- No attempts to rebuild or make an assembly from mismatched parts are acceptable.
- Improper removal, storage, or packaging of a core could result in the rejection of the component.

Core Return Procedure

Your return must be initiated on Shop Cummins. Please do not take your parts to a store without initiating the return online first as your returns will not be accepted. You may return products either in-store to your original pickup location, or through mail. Drop off returns are only available if you picked up your products at a branch.

In-Store Return:

Available only for pickup orders. You will need to initiate the return online first. Look up your order using your Order Number and email address and identify the Core you would like to return. You will then have the option to return the product(s) to your original pickup location. You will be issued a Return Confirmation email as soon as you submit your return request. Please bring a copy of the packing slip from your return order along

with the products. Note: If you purchased as a signed in user, make sure to sign into your account first.

Mail-In Return:

You will need to initiate the return online first. Look up your order using your Order Number and email address and identify the Core you would like to return. You will be issued a Return Confirmation email as soon as you submit your return request. Include the packing slip with your parts that are being returned. Note: If you purchased as a signed in user, make sure to sign into your account first.

Packing your Core:

- Keep all original packaging of your new item to be used for the core return.
- Drain all fluids out of the core before returning (oil, fuel, etc.). Core package may not be accepted if fluid remains.
- Place any plastic plugs or caps received on the new item back onto the core.
- To ensure carrier will not reject the package due to fuel or oil leakage, put inside and wrap in plastic garbage bag.
- Place core inside the box.
- Include copy of the packing slip in the box. If we do not have the packing slip, we will not be able to refund your core return .
- Since you are responsible for shipping the core back to Cummins, we suggest you use a shipping carrier that provides package tracking capability. Package tracking is vital for resolving any dispute related to the return to Cummins; it also provides a record of the return date.

Handling Fees

Please Note: Core must be returned in 90 days with 10% handling fee after 45 days. The core refund will expire after 90 days and no credit will be issued.

Standard core terms are:

- 0-45 days = 100% credit back to customer
- 46-90 days = 90% credit back to customer
- 91 days + = no credit