



CORE RETURN INSTRUCTIONS: READ THOROUGHLY!

All cores must be returned within 45 days to receive full core credit! Cores returned after 6 months without prior approval are subjective to no core credit! Once your core return is delivered to SunCoast, please allow up to 3-4 business days for it to be inspected and checked in and up to 10-15 business days for your credit to be processed and refunded. Most core credits are processed sooner, however the above are worst case.

***VERY IMPORTANT! THE FOLLOWING MUST BE FOLLOWED IN ORDER TO RECEIVE YOUR FULL CORE CREDIT IN A TIMELY MANNER. IF ANY OF THESE STEPS ARE NOT FOLLOWED, THEN YOU MAY NOT RECEIVE YOUR FULL CORE CREDIT AND OTHER CHARGES MAY BE APPLIED.**

To return a core to SunCoast, first drain all fluids, if any, from the product.

***VERY IMPORTANT! NO SHIPPING CARRIER WILL TOLERATE FLUID CONTAMINATION OF OTHER PACKAGES! DUE TO THIS WE WILL REFUSE TO ACCEPT ANY LEAKING PACKAGES. THEY WILL BE RETURNED TO SENDER AND THE SENDER WILL BE LIABLE FOR DAMAGES, FREIGHT AND LOST CORE DEPOSIT!**

Fill out the Core Return Form found in the box you received your product in. If no form is located or you misplaced the form, please include the following information with your core or download from www.suncoastdiesel.com:

- If product was purchased from anywhere other than SunCoast Directly, please include Dealer Name
- Your Name
- Original Invoice Number (SunCoast Invoice Number)
- RMA Number
- Original Purchase Date
- Address
- Telephone Number
- Product Part Number

Include the form along with the core in the original packaging and/or box in which your new product was sent.

You will not be reimbursed for shipping costs incurred in shipping the core to SunCoast. To return the core, simply place the product/core in the included plastic bag and secure with included zip tie. Secure the product/core in the tote or on a pallet which ever your product was delivered on. You are responsible for securing the product/core to insure no damage during shipping. Any damage to the product/core due to being improperly secured will be deducted from your core credit.

You can contact SunCoast and we will be happy to arrange your return shipping to insure you are getting the best freight price. However, if you decide to use your own shipping company you will be responsible for all charges regardless of any promotions.

Assuming the core passes inspection, the credit card you used to purchase the new product will be credited in the amount of the core's value as indicated by the inspection. If purchased through a distributor, the credit will be issued to that distributor, who will then issue the credit to you. If the core does not pass inspection, you will not be reimbursed for the core or may only receive partial credit. Please understand that once the credit is processed by SunCoast, the amount of time you receive credit varies depending on your bank.



SHIPPING YOUR TRANSMISSION & CONVERTER

- Both the transmission and converter were included with a bag. Both are to be placed inside the bags for you to receive your full core credit.
- Fluid leakage will not be tolerated.
- You must drain both the transmission and torque converter prior to shipping back to SunCoast.
- Plug all holes with the red caps that plugged the holes of your new unit.
- If your trans and converter was shipped in a tote just put the bagged trans and converter inside and tighten the straps. Place the lid on top and secure with the supplied clips.
- If your trans and converter was shipped on a pallet place the bagged trans and converter on the pallet and secure with metal strapping. If the trans and converter are improperly secured you will be responsible for any damage cause during shipping.

DO NOT ship your converter back with it still inside the trans. This will cause damage if not secured properly and you will be responsible for any damage that occurs.



CORE RETURN DEDUCTIONS

The following are deductions on core returns that will be implemented immediately.

1. Late core returns (Stocking orders after 90 days)
 - After 45 days 15% deduction
 - After 1 year no core return unless prior arrangements are made with Suncoast (Subject to 15% to 85% deduction)
2. Core returned must be equivalent to product purchased (Year, Type, Etc.)
3. Core return paperwork not filled out - \$35.00
4. Converter/Transmission/Valve body, excessive fluid leakage (All products should be drained prior to shipping back to Suncoast)- \$50.00
5. If Converter/Valve body are not returned in the provided bag to contain possible fluid leakage - \$25.00 – This prevents possible UPS/FEDEX re-boxes which will cause delay in core return.
6. If trans is not shipped back inside the included bag to contain possible fluid leakage - \$100.00
7. Transmission core returned with no tote - \$350.00
8. Transmission core returned in tote with no clips - \$10.00
9. Cores returned must be packaged properly. Suncoast is not liable for improper packaging or damage caused during return transit.
10. Broken or unusable cores – Price will vary based on current cost of replacement.

***Please allow up to 19 days for core refund to be applied. 3-4 days for inspections and 10-15 days for refund.**



SUNCOAST DIESEL CORE RETURN FORM

***IMPORTANT!** The following must be completed in its entirety in order to receive your full core credit in a timely manner. For multiple cores one core return sheet must be completed for each return. Failure to complete this form or follow core return instructions will cause delays in your return and you will not receive your full core credit. If this form is not completed in its entirety \$35.00 will be deducted from your core credit.

Product Purchased from: _____

Your Name: _____

Original Suncoast Diesel Invoice Number: (If purchased through another dealer please request Suncoast Invoice number from them to include on this form) _____

RMA Number: (Call before sending core and receive an RMA number to put on your paperwork and on the box.) _____

Original Purchase Date: _____

Your Address: _____

Your Telephone Number: _____

SunCoast Product Part Number: _____

***IMPORTANT! Please return cores to:**

**SunCoast Performance
Attention: Core Returns
631 Anchors Street NW
Fort Walton Beach, FL 32548**

RMA # _____