



To ensure the highest quality of service and product standards, we have established the following **Core Return Policy**. By purchasing from Suncoast Converter's, you agree to comply with the terms below.

## **RMA REQUIRED FOR ALL RETURNS/CORES!**

### **1. Core Return Eligibility**

- Cores must be **identical** to the part purchased (same make, model, and part number).
- Cores must be **complete, rebuildable, and free from excessive damage**
- Cores must be **returned in the original box or packaging** in which the replacement part was received.

### **2. Timeframe**

- Cores must be returned **within 45 days** of the original purchase date.
- Returns postmarked after 45 days will **not be accepted** or refunded.
- Stocking orders must be returned within 90 days.
- After 1 year no core refund unless prior arrangements are made with Suncoast Converter's (subject to 15% to 90% deduction)

### **3. Condition Requirements:** To qualify for a core refund, the returned core must:

- Rotate freely (if applicable)
- Be free of excessive damage
- Be free from severe rust or corrosion
- Be drained of all fluids (if applicable)
- Be properly packaged to avoid shipping damage

### **4. Miscellaneous Deductions:** Suncoast Converter's reserves the right to apply **deductions** to core refunds under the following circumstances:

- **Incomplete or missing core paperwork (core paperwork can be obtained online at [suncoastdiesel.com](http://suncoastdiesel.com)): \$25.00**
- **Partial cores returned (e.g., missing parts or hardware): Up to 85% deduction**
- **Core not returned in provided bag to contain possible fluid leakage: \$25.00**
- **Excessive fluid leakage (e.g., containing oil, coolant, or debris): \$50.00**
- **Incorrect core type submitted: No Refund**
- **Packaging not returned or improper packaging resulting in damage: No Refund**
- **Cores not returned in the original box or packaging: No Refund**

All deductions will be assessed at our discretion during inspection, and all decisions made by Suncoast Converters are **final**.

## 5. Return Shipping

- Customers are **responsible for all shipping costs** unless otherwise stated in writing by Suncoast Performance.
- We recommend using a **trackable shipping method**. We are not responsible for lost or damaged core returns.

## 6. Core Charge Refunds

- Core refunds will be issued **within 20 business days** of receiving and inspecting the core.
- Refunds will be issued to the original payment method only.
- If the returned core is deemed **non-rebuildable or unacceptable**, no refund will be issued

## 7. Discretion

Suncoast Converter's reserves the right to **reject any core return** that does not meet the above criteria. Our inspection results are final.

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## Questions?

Please contact us at 800-868-0053 or [info@suncoastconverters.com](mailto:info@suncoastconverters.com) before returning a core.

## Core return address:

Attention Core Returns: RMA #

631 Anchors Street NW

Fort Walton Beach, FL 32548



Suncoast Converters, Inc.  
Attention Returns / Core Returns  
631 Anchors Street NW  
Fort Walton Beach, FL 32548  
800-868-0053 • [info@suncoastconverters.com](mailto:info@suncoastconverters.com)

**Disclaimer – Core Return Policy:** All core returns require an RMA number. Cores must match the purchased part, be complete, rebuildable, and returned in original packaging within 45 days (90 days for stocking orders). After one year, refunds may be subject to significant deductions. Cores must be drained, properly packaged, and free of excessive damage, rust, or corrosion. Deductions or denial of refunds may apply for incomplete, late, improperly packaged, or incorrect cores. Customers are responsible for return shipping costs unless otherwise stated. Refunds are processed within 20 business days after inspection, issued to the original payment method, and subject to Suncoast Converters' final approval. Questions? 800-868-0053 • [info@suncoastconverters.com](mailto:info@suncoastconverters.com)

**RMA Number:** \_\_\_\_\_

**Customer Information:**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Purchase Information:**

Date of Purchase: \_\_\_\_\_

Who was Product Purchased From: \_\_\_\_\_ PO/Invoice # \_\_\_\_\_

Suncoast Invoice Number: \_\_\_\_\_

**If purchased from anywhere other than direct from Suncoast, the above invoice number must be obtained from place of purchase.**

**Product Information:**

Suncoast Part Number: \_\_\_\_\_

Product Type: **Kit** ☐ **Converter** ☐ **Transmission** ☐ **Component** ☐

**Notes:**