

**ATTENTION CONSUMERS!**  
 You must process this transaction through a local parts supplier, as CARDONE cannot accept payment from consumers.



For Inquiries:  
 Phone: 800-394-9656  
 Web: www.cardone.com

## Rebuild and Return (R&R) Form

### INSTRUCTIONS:

1. The Rebuild & Return (R&R) Form must be completed in full. It is available to download at [www.cardone.com](http://www.cardone.com).
2. If multiple units are being sent, one form must be completed for **each** R&R unit.
3. To receive automated status updates on this order (unit received/unit shipped), provide email info below.

### PROCESSING INFORMATION:

**Please choose 1 option for how you want your R&R order processed:**

- I **WILL** accept a replacement unit if my original unit cannot be rebuilt.
- I understand that if my original is a stocked CARDONE-cataloged part number, standard CARDONE rebuild pricing will apply. If my unit is not a stocked part number or is not listed in the CARDONE catalog, special R&R Pricing will apply as shown in the R&R Price list.
  - I understand that if my original either tests as "no trouble found" or if it cannot be rebuilt (and no replacement core is available), my unit will be sent back as is. A \$79.00 USD or \$103 CAD testing/evaluation fee will apply.
- I **WILL NOT** accept a replacement unit for my R&R – rebuild my original.
- I understand that if my original is rebuildable, special R&R Pricing will apply as listed in the R&R Price list.
  - I understand that if my original either tests as "no trouble found" or if it cannot be rebuilt, my original unit will be sent back as is. A \$79.00 USD or \$103 CAD fee for testing and evaluating the unit will apply.
- Please check this box if the unit is a **CARDONE Warranty**. Invoice, receipt or packing slip must be included.

### APPLICATION INFORMATION:

Please be sure to supply ALL information below.

<b>Product:</b>	<b>Year:</b>	<b>Make:</b>	<b>Model:</b>
<b>CARDONE Part # (if known):</b>	<b>Engine Size (liters):</b>	<b>Drive Option:</b> <input type="checkbox"/> FWD <input type="checkbox"/> RWD <input type="checkbox"/> AWD <input type="checkbox"/> 4X4	
<b>OE number:</b>	<b>VIN (17 characters):</b>		
Description of Problem (if the unit is an electronic part, please give a detailed description of the problem). _____ _____			

### SHIPPING INFORMATION:

<b>Ship To:</b>	<b>Store #:</b>	<b>Contact Name:</b>
<b>Street Address:</b>		<b>Phone #:</b>
<b>City &amp; State:</b>	<b>Zip Code:</b>	<b>Email Address:</b> to receive status updates
<b>All units are shipped according to your account specifications or via UPS Ground (USA) or UPS Standard International (Canada) if not specified. Select your preferred delivery option below:</b>		
<input type="checkbox"/> Ground	<input type="checkbox"/> Next Day <input type="checkbox"/> 2 <sup>nd</sup> Day	<input type="checkbox"/> Customer Pick Up

### BILLING INFORMATION:

<b>Parts Supplier/Warehouse Name:</b>	<b>CARDONE Account #:</b>	<b>Date Shipped:</b>
<b>Purchase Order/RGN #:</b>	<b>Street Address:</b>	<b>City &amp; State:</b>
<b>Contact Name:</b>	<b>Phone #:</b>	<b>Email Address:</b> to receive status updates

## Rebuild and Return Form

### SHIPPING INSTRUCTIONS

- Fill out the first page of this form completely – not doing so could delay your request.
- Put the completed form and unit in a box, and ensure the unit is packed securely in a bag to prevent leaks. To ensure form legibility, please place the form in a plastic bag or envelope to further prevent leaks from obscuring form information.
- R&R units must be shipped in separately via U.P.S. or Fed Ex to the correct facility at the **correct dock#** and marked for **R&R Department**. Cardone will not assume responsibility for units sent in with bulk core returns or to the wrong address. See R&R Shipping Locations Guide on the following page.
- **Units shipped to incomplete address or incorrect location will cause processing delays.**
- All shipping costs are the responsibility of the customer. CARDONE cannot assume any responsibility for packages labeled with an incorrect or partial address.
- All outbound shipping from CARDONE will follow current account instructions, unless otherwise indicated on the R&R form.

### BILLING

- Billing and credits will be through the warehouse distributor with a CARDONE account #, not the jobber, service shop or consumer.
- At this time, we do not accept credit card payments.

### PRICING

- Every R&R unit will be charged **one** of three applicable prices:
  1. Regular CARDONE pricing schedule if the unit sent is a **stocking** cataloged SKU **AND** if customer will accept a replacement unit from CARDONE's inventory.
  2. Rebuild & Return price shown in R&R Price List if customer's original unit is rebuilt.
  3. \$79 USD or \$103 CAD non-refundable testing/evaluation fee if original unit is tested and found to be unrepairable or has no trouble found. Fees are based on your location either USD for USA or CAD for Canada.

### OTHER PROGRAM INFORMATION

- CARDONE Warranty policy applies for all R&R units.
- **Average in-house processing time 7-10 business days (tracked from receipt of product).**
- **There is no guarantee that all units can be remanufactured.** Determination on whether a unit can be rebuilt will only be made after the unit is received, identified and inspected. A legible R&R Form with complete information is essential for proper identification.
- **All peripheral devices must be removed prior to sending to CARDONE. Examples include: PROM and performance chips in ECMs, independent sensors, switches, hoses, or bolt-on mounting brackets.** CARDONE is not responsible for extra parts that are not part of the remanufactured unit. Call 800-394-9656 if you have questions about content to include **prior** to sending in the unit.
- All basic components necessary to rebuild unit must be sent in.
- Rebuilds are done on a complete unit basis only – no partial rebuilds.
- Some FLASH programmable ECMs may require a security system relearn procedure after installation. Failure to do the procedure will result in a vehicle "no start" condition.
- All units must have the vehicle information and a description of the problem. Account number, PO number and shipping address must be documented on the R&R form.

# CARDONE®

## Rebuild & Return Shipping Location Guide

Effective May 1, 2024

Class	Product Line	Return Location
1A	ELECTRONIC PS RACK & PINION TYPE	Harlingen
1C	ELECTRONIC PS COLUMN TYPE	Harlingen
2L	INSTRUMENT CLUSTER	Harlingen
12	ABS CONTROL MODULE	Harlingen
4C	CLIMATE CONTROL MODULE	Harlingen
12	ABS HYDRAULIC ASSEMBLY	Harlingen
67	ELECTRONIC THROTTLE BODY	Harlingen
72	ECM	Harlingen
73	BODY CONTROL COMPUTER	Harlingen
74	MASS AIR FLOW SENSOR	Harlingen
77	GM ECM	Harlingen
78	FORD ECM	Harlingen
78	INJECTOR DRIVER MODULE	Harlingen
79	CHRYSLER/AMC ECM	Harlingen
1G	MANUAL RACK & PINION	Harlingen
1H	ELECTRONIC HYDRAULIC POWER STEERING	Harlingen
20	POWER STEERING PUMP	Harlingen
21	POWER STEERING PUMP	Harlingen
22	RACK & PINION POWER	Harlingen
23	RACK & PINION MANUAL	Harlingen
24	RACK & PINION MANUAL	Harlingen
26	RACK & PINION POWER	Harlingen
27	STEERING GEAR BOX	Harlingen
30	DISTRIBUTOR	Harlingen
30	CRANKSHAFT POSITION SENSOR	Harlingen
31	DISTRIBUTOR	Harlingen
31	CRANKSHAFT POSITION SENSOR	Harlingen
40	WIPER MOTOR	Harlingen
43	WIPER MOTOR	Harlingen
48	TRANSFER CASE MOTOR	Harlingen
51	HYDROVAC	Harlingen
52	HYDROBOOST	Harlingen
53	POWER BOOSTER POWER	Harlingen
54	BOOSTER W/O MASTER CYLINDER	Harlingen

### Ship R&R units to:

CARDONE Industries Attn: R&R  
Department 5810 E. Harrison  
Avenue Harlingen, TX 78550