



For Inquiries:
 Phone: 800-777-4780
 Fax: 215-912-3858
 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.
2. If multiple units are being sent, one form must be completed for **each** R&R unit.

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.

NOTE: I understand that if my original cannot be rebuilt, and a core is available, a core charge will be applied. If my original is not rebuildable and no replacement unit is available, my original unit will be sent back as a "Cannot Rebuild". A \$5.00 handling fee will apply, unless I also check this option:

Save me shipping charges. If my core is not rebuildable, do not return it to me.

*By choosing this option, CARDONE part number pricing will apply. If the unit does not have a CARDONE part number, R&R Pricing will apply as listed in the R&R Price list.

I **AM NOT** willing to accept a replacement unit for my R&R – rebuild my original.

NOTE: I understand that if my original cannot be rebuilt, it will be sent back as a "Cannot Rebuild". A \$5.00 handling fee will apply, unless I also check this option:

Save me shipping charges. If my core is not rebuildable, do not return it to me.

*By choosing this option, R&R pricing will apply. However, if the CARDONE part number price is higher, then the CARDONE part number price will be charged.

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.

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

SHIPPING INFORMATION:

Ship To:	Store #:	Contact Name:
Street Address:		City:
State:	Zip Code:	Phone #:
All units are shipped UPS Ground unless specified otherwise. Please select a shipping method:		
<input type="checkbox"/> UPS	<input type="checkbox"/> Next Day	<input type="checkbox"/> 3 rd Day
<input type="checkbox"/> Fed Ex	<input type="checkbox"/> 2 nd Day	<input type="checkbox"/> Ground
<input type="checkbox"/> Customer Pick Up – except CV's, Motors & Steering Gear Boxes		

BILLING INFORMATION:

WD Name:	Account #:	Date Shipped:
Purchase Order/RGN #:	Street Address:	City & State:
Contact Name:	Phone #:	Email Address:



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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. To ensure form legibility, please place the form in a plastic bag or envelope to prevent fluid leaks from obscuring your information.
- Be sure to ship product to **correct facility at correct dock#** and mark for **R&R Department**. 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 any packages labeled with an incorrect or partial address.

BILLING

- Billing will be through the warehouse, not the jobber.
- Credits will not be issued.

PRICING

- R&R units carry the same discounts as product line units.
- Price is determined once the unit is submitted and proper identification is made.
- If a unit does not have a CARDONE part number, or if a customer is not willing to accept a replacement unit, R&R pricing (listed on the R&R Price List) will apply, unless the CARDONE part number price is higher (also applies to non-catalog or obsolete numbers).
- For units that cannot be rebuilt and are returned as "Cannot Rebuild", a \$5.00 handling fee will apply.
- Three or more of the same part numbered units receive batch pricing. The first two units are billed at the CARDONE part number price; the remaining units are billed at either the R&R price or CARDONE part number price (whichever is higher).
- All R&R units that are not pulled from finished goods inventory or are not in the current CARDONE program are custom remanufactured. This higher price reflects time, material, and special handling to custom remanufacture the unit to CARDONE's quality specifications.
- **A testing fee will be charged for any ECM that "passes" with no failure modes**, and the unit will be returned.

OTHER PROGRAM INFORMATION

- CARDONE Warranty policy applies for all R&R units.
- **Average in-house processing time 3-5 business days (tracked from receipt of product).**
- 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.
- CARDONE Industries **will not** assume responsibility for units sent to the **wrong address**; neither will CARDONE assume responsibility for units sent with core returns. R&R units must be sent directly to the R&R department via UPS or FEDEX.
- **CARDONE will not assume responsibility for peripheral devices sent with units (mounting brackets, external clamps, proms, accessory items, etc.). These must be removed before sending to CARDONE.**
- All basic components necessary to rebuild unit must be sent in – matched components (pump and module) are required specifically for ABS.
- 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.

