

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.
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 cannot be rebuilt, and no replacement core is available, my original unit will be sent back as a "Cannot Rebuild". A \$103.00 (CAD) testing/evaluation fee will apply.
 - I understand that if my original is rebuildable and is a stocking CARDONE-cataloged part number, standard CARDONE rebuild pricing without a core charge will apply. If the unit does not have a cataloged part number, special R&R Pricing will apply as shown in the R&R Price list.
- I **WILL NOT** accept a replacement unit for my R&R – rebuild my original.
- I understand that if my original cannot be rebuilt, it will be sent back as a "Cannot Rebuild". A \$103.00 (CAD) fee for testing and evaluating the unit will apply.
 - I understand that if my original is rebuildable, special R&R Pricing will apply as listed in the R&R Price list.
- I am returning my R&R unit for warranty credit. 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):	Drive Option: <input type="checkbox"/> FWD <input type="checkbox"/> RWD <input type="checkbox"/> AWD <input type="checkbox"/> 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). <hr/> <hr/>																				

SHIPPING INFORMATION:

Ship To:	Store #:	Contact Name:
Street Address:		Phone #:
City & State:	Zip Code:	Email Address: to receive status updates
All units are shipped according to your account specifications or via UPS Standard International if not specified. Please select your preferred delivery option below:		
<input type="checkbox"/> Ground	<input type="checkbox"/> Next Day	<input type="checkbox"/> 2nd Day <input type="checkbox"/> ECM/MAF - FREE <input type="checkbox"/> Customer Pick Up

BILLING INFORMATION:

Parts Supplier/Warehouse Name:	CARDONE Account #:	Date Shipped:
Purchase Order/RGN #:	Street Address:	City & State:
Contact Name:	Phone #:	Email Address: 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.
- The unit must be shipped to this Canadian Distribution Center location:

**R&R Department
C/O CARDONE - CANADA
939 Kamato Road
Mississauga, ON L4W 2R5**

- **The complete address must be used when shipping R&R's. Be sure to signify "R&R Department".**
- 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. Rebuild & Return price shown in R&R Price List if customer's original unit is rebuilt.
 2. 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.
 3. \$103.00 (CAD) non-refundable testing/evaluation fee if original unit is tested and found to be unrepairable or has no trouble found.

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).**
- **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 – 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.
- 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.