



## CCHS Core Return Policy

### Core Charge Definition

Most of the remanufactured parts come with an associated core charge or core deposit. The "core" is the part that is remanufactured and brought back to specifications.

When CCHS buys a remanufactured part, the service partner is expected to send the current defective part back to us as a "rebuildable core." When we receive the core, it will be inspected by our distributor/manufacturer to ensure the core is rebuildable.

The core should not have any damaged or broken components (e.g., broken LCD, broken frames, water damage, burnt PC board, damaged connector). If the core is broken, a partial core may be refunded.

### Core Return Policy

Cores must be complete, fully assembled and in rebuildable condition. A box of parts does not constitute a rebuildable core. All core returns must meet the following guidelines for credit consideration. Cores failing to meet these requirements will not be eligible for credit and cannot be returned.

- Core returns are due back after installation of the remanufactured parts purchased. The service partner account will be debited for all cores which have not been returned.
- Cores returned within 60 days from the original invoice date will receive full credit.
- All cores must be returned in the original manufacturer's box.
- Cores returned must be the same as the unit sold.
- The service partner is responsible for the return of the core. The cores should be packed carefully for return in order to protect the core from shipping damage. CCHS is not responsible for shipping damage.
- Rejected cores will be returned at the expense of the service partner (i.e., freight collect) and no core refund will be given.
- The return authorization number must be written on the outside of the core package and/or in the space provided on the shipping label.