

Core Return Guidelines

These items are applicable to ALL core returns:

1. All cores must be returned **freight prepaid** to:
Interstate-McBee
4901 Lakeside Ave.
Cleveland, OH. 44114
Attn: Core Return Department
International returns must be sent through customer's chosen freight forwarder as "DDP" (Delivery Duty Paid), including customs clearance paid and arrangement for pre-paid delivery all the way to the address above.
2. Cores must be received by Interstate-McBee no later than 60 days from date of invoice. Credit will not be issued for cores received after 60 days.
3. Only cores with the same group or core code classification as the exchange unit ordered will be acceptable (see <http://www.interstate-mcbee.com/warranty-policies.aspx> for Core Acceptance Catalog).
4. A packing list must be included with all core returns. The packing list must have company name, address, contact name and phone number plus detail quantity and identification of cores by one or more of the following:
 - a. Core code or core group
 - b. Part number
 - c. Interstate-McBee Invoice or Order number
5. If no invoice or order number is referenced on packing slip, credit will be issued to oldest outstanding invoice with corresponding exchange unit.
6. Core must be returned in protective packaging to prevent damage which may be caused during transportation.
7. Core must be in "off engine" condition as it was when originally removed from the engine.
8. Cores must be complete and cannot have been disassembled since being removed from the engine.
9. Cores damaged by non-operational causes such as rough handling, improper removal from the engine, fire or improper protection during storage will not be accepted.
10. Electronic injectors with broken stator terminals will not be accepted (see #9 above) unless otherwise noted in the Core Acceptance Catalog.
11. Light flash rust is acceptable, but heavy rust and/or pitting due to improper protection during storage is not acceptable.
12. Credit will be given only for cores owed. Additional cores received will be scrapped or returned at customer's expense. IMCB will not "Bank" excess cores.
13. The customer will be contacted by Interstate-McBee regarding any discrepancy and given 10 days to respond.
14. Broken tips (nozzles) on Cummins ISX & CAT 7000 (pencil) Series will NOT be acceptable, OK for all other.



INTERSTATE-McBEE

