



## **DTS Reman Core Return Policy**

DTS Reman is the DTS exchange programme for all Fuel Injection and Turbocharger components. It works on the changeover principle and therefore the return of the old component is critical to maintain the quality and effectiveness of our Reman programme.

### **Core Returns**

"Core" is actually an acronym for "Cash On Return". Cores are repairable parts that can usually be redeemed for a portion of their original purchase price. An acceptable core is one that is not broken or so severely damaged that it can no longer be repaired and rebuilt to proper working condition.

A "Core Charge" is a deposit for the value of the core that is paid at the time you make the purchase. The Core Charge is refundable after we receive your acceptable old core at our manufacturing facility.

The following procedure must be followed in order to receive the Core Charge refund:

- Cores must be returned within the specified time frame and must meet the core acceptance criteria for that part.
- Old cores are to be returned in "off engine" assembled condition as removed from vehicle. Cores returned that at all deviate from "off engine" conditions are deemed not suitable and are not acceptable for core return.
- Cores should be shipped back to us within 14 days of purchase, in the original container that the Reman unit was received in.
- A copy of the original invoice(s) must be included and the "Core Return Tag" must be attached to the core return or we cannot process the return.
- Core returns are the responsibility of the customer who bears all core return shipping costs; C.O.D. shipments will not be accepted.
- Core credit will be issued only for the same part numbers and quantities purchased.

Most customers do not experience any problems with their Core Charge refund. However, if you are unsure if your core will meet our core return policy requirements, then please discuss this with the MTQ salesperson before you place your order.