



## Core Return Criteria Made as Easy as

# 1 2 3

In our continued effort to supply all our valued customers with industry leading service and support, we ask that you please review the information below and follow this simple three step procedure to help streamline your core returns.

**1** Please carefully inspect cores that you receive from your customers.

**2** All cores must be like for like, unless prior arrangements have been made with ULT.

**3** Cores may be returned unassembled, but must be packaged together and 100% complete.

**All cores are subject to a visual inspection upon return to ULT. Some cores may be subject to a reduced credit allowance based on the following criteria:**

- Transmissions with a visibly broken main case will be subject to a reduction in core credit allowance
- Differentials with visibly damaged or broken carrier & caps are subjects to a reduction in core credit allowance
- Steering Gears with visibly damaged, broken mounts, shafts or internal impact accident damage are subject to a reduction in core credit allowance

**No Core Credit will be available for the following transmissions, differentials or steering gears:**

- Units that are burned up due to improper lubrication levels
- Units with that have been exposed to fire
- Units that have severe rust, because of prolonged weather exposure

**If the above cases arise, you will be notified by phone.**

**If there are any questions or concerns on core credit allowances, please contact us at 844-442-0442 or e-mail [Honorio@ultpowertrain.com](mailto:Honorio@ultpowertrain.com).**

**Our highly qualified, *bi-lingual* team will be available to help assist you through the process.**

## CORE RETURN PROCEDURES

**ULT Powertrain's core return program is designed to facilitate an efficient and cost-effective way of returning cores to our facility.**

**Following these guidelines will help us expedite credits quickly.**

1. Attach a copy of your company RGA/Debit Request Memo to the core return. Include your company contact information including phone number and documents
2. Prepare the unit for shipping. Be sure unit(s) are secured on a pallet or in a carton.
3. Ship cores prepaid to:
 

ULT Reman Centre 6820 Davand Dr., Mississauga, Ontario L5S 1J5	<b>OR</b>	ULT Reman Centre 644 Babin Street, Dieppe, NB E1A 5M1
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4. Core returns can be returned freight collect if the combined core return value is equal to or exceeds \$5,000.00
5. Please Note the Following:
  - a. Drain all the oil from the unit(s)
  - b. Band, wrap or strap unit(s) to a pallet
  - c. Attached a copy of the required invoices, core tag or RA # to the unit

**Failure to follow these procedures could result in core credit delays and freight charge backs.**

## WARRANTY RETURN PROCEDURES:

1. Obtain a Warranty Authorization (RA#) from your closest ULT facility or e-mail to: [Honorio@ultpowertrain.com](mailto:Honorio@ultpowertrain.com)
2. Please Note the Following:
  - a. Drain all the oil from the unit(s)
  - b. Band, wrap or strap unit(s) to a pallet
  - c. Attach a copy of the required invoices, core tag or RA # to the unit

**Click here to view our Full Warranty Program**



**Regardless of your Driveline Needs, ULT is Your Solution!**

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