



CORE POLICY

- ▶ To return a core, customer must receive a Sales Return Order (SRO) prior to shipping cores
- ▶ Cores returned that are not on the SRO will be returned or scrapped
- ▶ SROs can be requested through Customer Service or by requesting a SRO upon sales order creation
 - DF Wisconsin and Massachusetts Customer Service
 - P: 800.735.9772 E: dieselparts@alliantpower.com
 - DF California Customer Service
 - P: 844.328.1086 E: customerservice@alliantpower.com
 - DF Colorado Customer Service
 - P: 800.822.4332
- ▶ Receiving credit for cores
 - Cores must be returned in the original manufacturer box. If original manufacturer box not available, return in plain box with manufacturer name and Diesel Forward part number clearly noted on outside of box.
 - Cores must have eligibility
 - Cores must be a complete unit and not disassembled
 - Cores that are damaged by non-operations causes such as rough handling, fire, misuse, modification, abuse or improper removal are not acceptable
- ▶ Packaging and shipping
 - Mark boxes or packages “CORE”
 - The shipper is responsible for ensuring the core is packaged appropriately to prevent shipping damage
 - For multi-box shipment, all boxes to be clearly noted with box count to indicate box is part of multi-box shipment (i.e. box 1 of 2, 2 of 2)
- ▶ Credit process
 - Credit for your cores will be issued within 3 business days after receipt
 - Core credits may be delayed or denied if proper paperwork is not present with return and/or cores are not properly identified, packaged, or meet eligibility criteria noted above

Above policy subject to change