



Core Return Policy

The TransAxle Core Return Policy includes:

- Free pick up on all qualifying core returns
- Core Return Tag with Instructions and Return Address

Adhering to the following procedure will ensure your core returns and credits are processed within 96 hours of core receipt. Failure to abide by this procedure will result in credit ineligibility or delays.

Core Return Policy

- Cores must be returned within **3 months** of the original invoice date to be eligible for credit.
- Cores must be the same model as the unit purchased; **“Like for Like”**.
 - Major differences in physical attributes of returned cores are subject to chargebacks
 - E.G. Purchasing a Remanufactured unit with an internal oil pump and returning a core without an oil pump will be subject to refusal or core chargebacks.
- Cores must be **completely drained** of all oil.
- Cores must be **fully assembled**, have **no missing parts**.
- Cores must have a **Core Return Tag attached to the core** to receive full credit (see fig. 1).
- Contact your local TransAxle branch to schedule a core pick up.

Inspection Process

- There will be 3 factors that will determine the percentage of credit given
 - Time to return
 - External inspection
 - Internal inspection

Return Timeline Eligibility

Return Time	Eligible Credit Amount*	*Ask us how you can earn bonus credit dollars on core returns.
0 - 7 Days	100%	
8 - 30 Days	90%	
31- 60 Days	80%	
61 - 90 Days	50%	
After 90 days	0%	

Core Credit Reduction Table

Core Return Description	Transmissions							Differential	Steering
	Manual*	Automated Manual Basic (Plus)	Automated Manual Complete	Mid Range Manual	Allison Legacy (AT, MT, HT)	Allison World (1K, 2K, 3K, 4K)	Light Duty Automatic		
Oil Cooler Failure, Unit run low or without oil	70%	70%	70%	70%	N/A	N/A	N/A	70%	N/A
Cracked Case or Excessive Rust	50%	50%	50%	50%	50%	50%	50%	50%	50%
Damaged Bearing Bore	25%	25%	25%	25%	N/A	N/A	N/A	25%	N/A
Missing Parts	20%	20%	20%	20%	20%	20%	20%	20%	20%
Disassembled Core	30%	30%	30%	30%	30%	30%	30%	30%	30%
Failure to Drain	10%	10%	10%	10%	10%	10%	10%	10%	10%

*Cores returned without pump provisions will be subjected to a \$1000.00 core charge. This falls under the Non- "Like for Like" requirement

Disclaimers

- Any Transmission, Differential or Steering gear that is burnt up, has bulging cases, units that have been exposed to fire or units that have severe rust as a result of prolonged weather exposure will not be acceptable for any core credit.
- TransAxle reserves the right to refuse any Transmission, Differential or Steering Gear that is received disassembled and has excessive missing parts.

Core Return Tag Must Be Attached to Core

- No need to fill in your information
- All information is provided by the unit serial number
- Tags are waterproof and tear resistant
- All tags are provided with a zip tie to ensure the tag remains attached to the core
- **Perforated portion not to be removed**

Figure 1 - Core Return Tag

Cores sent with missing or improper paperwork will not be credited and will be returned to the customer freight collect.

If you are missing a Core Return Tag, contact TransAxle for a replacement tag. Visit www.transaxle.com to contact your local branch.