



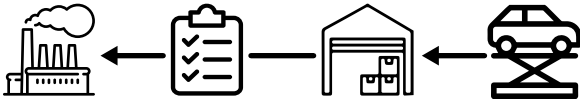
# CORE RETURN ADVICE

## OUR EXCHANGE SYSTEM

VEGE products are usually sold on an exchange basis & a deposit is charged.

A fast and efficient exchange system is essential to the remanufacturing process. Your old unit (core) is the raw material of our trade.

Please return your core unit to your supplier as soon as you are able.



Local conditions will apply, check with your supplier how to return & ensure that your deposit is credited as swiftly as possible.



## VERY IMPORTANT 6 SIMPLE STEPS THAT WILL SAVE YOU £££££'S



### CHECK THE GOODS FOR DAMAGE BEFORE YOU SIGN

Any damage found after the carrier has left, is your responsibility. Warranty claims are invalidated.



### CHECK THE GOODS FOR COMPATIBILITY BEFORE YOU FIT

No claims for labour or parts will be accepted 'post fit' if this product arrives with 'Transit' tinware, (eg sump), you may need to swap items at your expense. If in doubt, check with your supplier.



### THE OLD UNIT MUST BE DRAINED OF ALL OIL TO AVOID A CONTAMINATION CHARGE



### ENSURE THE OLD UNIT IS SECURED UTILISING THE BOLTS SUPPLIED



### RE-USE THIS CARTON TO COVER THE OLD UNIT RETURN

Failure to drain old oil & wrap goods may result in a contamination charge from the carrier.



### CALL YOUR SUPPLIER TO ARRANGE COLLECTION OF YOUR OLD UNIT

When the carrier takes the goods, ask for proof of collection, if disputed you will lose your deposit.

## CUSTOMER/GARAGE- VEGE DISTRIBUTOR

In general the returns process will require:

1. All units to be drained of oil.
2. Old units to be returned in the original transport frame/box.
3. Items to be prepared for shipping & labelled with identifiable information.
4. You to contact your supplier & arrange return.

## VEGE DISTRIBUTOR - FACTORY

All VEGE's recognised distributors will return core units on bulk shipments. Contact your usual factory source to arrange the return.

## CORE RETURN GUIDELINES

VEGE accept core units for full refund subject to Dock Inspection within the stated period based on your POS to your customer.

To ensure a full refund of the deposit:

- Return the old unit within the time allowed.
- Old units have to be free of external cracks & damage.
- The returned unit must be like for like.
- Returned units should be complete – assembled and with no missing parts.
- Old units have to be returned in the original transport frame/box.

If an exchange unit does not comply with these conditions a partial credit may be issued after inspection, a 50% refund is often the 'worst case scenario'.

If in doubt, consult the factory before you make a refund to your customer.

Transport frames are valuable items, even if an old unit cannot be returned or is damaged beyond repair a credit will be issued for all returned frames.