

ATTENTION CONSUMERS!
 You must process this transaction through a local parts supplier, as CARDONE cannot accept payment from consumers.



For Inquiries:
 Phone: 800-394-9656
 Web: www.cardone.com

Rebuild and Return (R&R) Form

INSTRUCTIONS:

1. The Rebuild & Return (R&R) Form must be completed in full. It is available to download at www.cardone.com.
2. If multiple units are being sent, one form must be completed for **each** R&R unit.
3. To receive automated status updates on this order (unit received/unit shipped), provide email info below.

PROCESSING INFORMATION:

Please choose 1 option for how you want your R&R order processed:

- I **WILL** accept a replacement unit if my original unit cannot be rebuilt.
- I understand that if my original is a stocked CARDONE-cataloged part number, standard CARDONE rebuild pricing will apply. If my unit is not a stocked part number or is not listed in the CARDONE catalog, special R&R Pricing will apply as shown in the R&R Price list.
 - I understand that if my original either tests as "no trouble found" or if it cannot be rebuilt (and no replacement core is available), my unit will be sent back as is. A \$79.00 USD or \$103 CAD testing/evaluation fee will apply.
- I **WILL NOT** accept a replacement unit for my R&R – rebuild my original.
- I understand that if my original is rebuildable, special R&R Pricing will apply as listed in the R&R Price list.
 - I understand that if my original either tests as "no trouble found" or if it cannot be rebuilt, my original unit will be sent back as is. A \$79.00 USD or \$103 CAD fee for testing and evaluating the unit will apply.
- Please check this box if the unit is a **CARDONE Warranty**. Invoice, receipt or packing slip must be included.

APPLICATION INFORMATION:

Please be sure to supply ALL information below.

Product:	Year:	Make:	Model:
CARDONE Part # (if known):	Engine Size (liters):	Drive Option: <input type="checkbox"/> FWD <input type="checkbox"/> RWD <input type="checkbox"/> AWD <input type="checkbox"/> 4X4	
OE number:	VIN (17 characters): 		
Description of Problem (if the unit is an electronic part, please give a detailed description of the problem). _____ _____			

SHIPPING INFORMATION:

Ship To:	Store #:	Contact Name:
Street Address:		Phone #:
City & State:	Zip Code:	Email Address: to receive status updates
All units are shipped according to your account specifications or via UPS Ground (USA) or UPS Standard International (Canada) if not specified. Select your preferred delivery option below:		
<input type="checkbox"/> Ground	<input type="checkbox"/> Next Day <input type="checkbox"/> 2 nd Day	<input type="checkbox"/> Customer Pick Up

BILLING INFORMATION:

Parts Supplier/Warehouse Name:	CARDONE Account #:	Date Shipped:
Purchase Order/RGN #:	Street Address:	City & State:
Contact Name:	Phone #:	Email Address: to receive status updates

Rebuild and Return Form

SHIPPING INSTRUCTIONS

- Fill out the first page of this form completely – not doing so could delay your request.
- Put the completed form and unit in a box, and ensure the unit is packed securely in a bag to prevent leaks. To ensure form legibility, please place the form in a plastic bag or envelope to further prevent leaks from obscuring form information.
- R&R units must be shipped in separately via U.P.S. or Fed Ex to the correct facility at the **correct dock#** and marked for **R&R Department**. Cardone will not assume responsibility for units sent in with bulk core returns or to the wrong address. See R&R Shipping Locations Guide on the following page.
- **Units shipped to incomplete address or incorrect location will cause processing delays.**
- All shipping costs are the responsibility of the customer. CARDONE cannot assume any responsibility for packages labeled with an incorrect or partial address.
- All outbound shipping from CARDONE will follow current account instructions, unless otherwise indicated on the R&R form.

BILLING

- Billing and credits will be through the warehouse distributor with a CARDONE account #, not the jobber, service shop or consumer.
- At this time, we do not accept credit card payments.

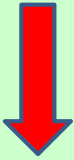

PRICING

- Every R&R unit will be charged **one** of three applicable prices:
 1. Regular CARDONE pricing schedule if the unit sent is a **stocking** cataloged SKU **AND** if customer will accept a replacement unit from CARDONE's inventory.
 2. Rebuild & Return price shown in R&R Price List if customer's original unit is rebuilt.
 3. \$79 USD or \$103 CAD non-refundable testing/evaluation fee if original unit is tested and found to be unrepairable or has no trouble found. Fees are based on your location either USD for USA or CAD for Canada.

OTHER PROGRAM INFORMATION

- CARDONE Warranty policy applies for all R&R units.
- **Average in-house processing time 3-5 business days (tracked from receipt of product).**
- **There is no guarantee that all units can be remanufactured.** Determination on whether a unit can be rebuilt will only be made after the unit is received, identified and inspected. A legible R&R Form with complete information is essential for proper identification.
- **All peripheral devices must be removed prior to sending to CARDONE. Examples include: PROM and performance chips in ECMs, independent sensors, switches, hoses, or bolt-on mounting brackets.** CARDONE is not responsible for extra parts that are not part of the remanufactured unit. Call 800-394-9656 if you have questions about content to include **prior** to sending in the unit.
- All basic components necessary to rebuild unit must be sent in – matched components (pump and module) are required specifically for ABS.
- Rebuilds are done on a complete unit basis only – no partial rebuilds.
- Some FLASH programmable ECMs may require a security system relearn procedure after installation. Failure to do the procedure will result in a vehicle "no start" condition.
- All units must have the vehicle information and a description of the problem. Account number, PO number and shipping address must be documented on the R&R form.

Rebuild and Return (R&R) Ship-To Locations Guide

 Ship to HRL, TX 5810 E. Harrison Ave. Attn: R&R Department Dock 27 Harlingen, TX 78550		 Ship to PHL, PA 5670 Rising Sun Ave. Attn: R&R Department Dock 5 Philadelphia, PA 19120	
Class	Product Line	Class	Product Line
20	POWER STEERING PUMP	12	ANTI-LOCK BRAKING SYSTEM
21	IMPORT POWER STEERING PUMP	18	UNLOADED BRAKE CALIPER DOM
22	RACK & PINION DOM/POWER	19	UNLOADED BRAKE CALIPER IMP
23	RACK & PINION DOM/MANUAL	67	ELECTRONIC THROTTLE BODY
24	RACK & PINION IMP/MANUAL	72	IMPORT ECM
25	RACK & PINION DOM/SHORT	73	BODY CONTROL MODULE
26	RACK & PINION IMP/POWER	77	GM ECM
27	GEAR BOX	78	FORD ECM
30	DISTRIBUTOR	79	CHRYSLER/AMC ECU
31	IMPORT DISTRIBUTOR	1A	ELECTRONIC POWER RACK & PINION
32	SMOG PUMP DOMESTIC	2L	INSTRUMENT CLUSTER
33	SMOG PUMP IMPORT	2T	TURBOCHARGER
40	WIPER MOTOR	3A	DRIVE AXLE ASSEMBLY
42	WINDOW LIFT MOTOR	4C	CLIMATE CONTROL MODULE
43	IMPORT WIPER MOTOR		
47	IMPORT WINDOW LIFT MOTOR		
48	TRANSFER CASE MOTOR		
49	HEADLAMP MOTOR		
51	HYDROVAC		
52	HYDROBOOST		
53	IMPORT BOOSTER (LOADED & UNLOADED)		
54	UNLOADED POWER BRAKE BOOSTER		
60	CV DRIVE AXLE		
62	HEAVY DUTY POWER STEERING		
63	HEAVY DUTY POWER GEAR		
64	VACUUM PUMP		
74	MASS AIR FLOW SENSOR		

Last updated: 15 Dec 2021