

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

CARDONE™

For Inquiries:
 Phone: 800-394-9656
 Fax: 215-912-3313
 Web: www.cardone.com

Rebuild and Return (R&R) Form - USA

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.
NOTE: I understand that if my original cannot be rebuilt, and a core is available, a core charge will be applied. If my original is not rebuildable and no replacement unit is available, my original unit will be sent back as a "Cannot Rebuild". A \$5.00 handling fee will apply, unless I also check this option:

☐ Save me shipping charges. If my core is not rebuildable, do not return it to me.

*By choosing this option, CARDONE part number pricing will apply. If the unit does not have a CARDONE part number, R&R Pricing will apply as listed in the R&R Price list.

☐ I **AM NOT** willing to accept a replacement unit for my R&R – rebuild my original.

NOTE: I understand that if my original cannot be rebuilt, it will be sent back as a "Cannot Rebuild". A \$5.00 handling fee will apply, unless I also check this option:

☐ Save me shipping charges. If my core is not rebuildable, do not return it to me.

*By choosing this option, R&R pricing will apply. However, if the CARDONE part number price is higher, then the CARDONE part number price will be charged.

☐ 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: ☐ FWD ☐ RWD ☐ AWD ☐ 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 UPS Ground unless specified otherwise. Please select a shipping method:		
☐ UPS ☐ Fed Ex	☐ Next Day ☐ 2 nd Day	☐ 3 rd Day ☐ Ground ☐ Customer Pick Up – except CV's, Motors & Steering Gear Boxes

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. To ensure form legibility, please place the form in a plastic bag or envelope to prevent fluid leaks from obscuring your information.
- Be sure to ship product to **correct facility at correct dock#** and mark for **R&R Department**. 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 any packages labeled with an incorrect or partial address.

BILLING

- Billing will be through the warehouse, not the jobber.
- Credits will not be issued.

PRICING

- R&R units carry the same discounts as product line units.
- Price is determined once the unit is submitted and proper identification is made.
- If a unit does not have a CARDONE part number, or if a customer is not willing to accept a replacement unit, R&R pricing (listed on the R&R Price List) will apply, unless the CARDONE part number price is higher (also applies to non-catalog or obsolete numbers).
- For units that cannot be rebuilt and are returned as “Cannot Rebuild”, a \$5.00 handling fee will apply.
- Three or more of the same part numbered units receive batch pricing. The first two units are billed at the CARDONE part number price; the remaining units are billed at either the R&R price or CARDONE part number price (whichever is higher).
- All R&R units that are not pulled from finished goods inventory or are not in the current CARDONE program are custom remanufactured. This higher price reflects time, material, and special handling to custom remanufacture the unit to CARDONE's quality specifications.
- **A testing fee will be charged for any ECM that “passes” with no failure modes**, and the unit will be returned.

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).**
- 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.
- CARDONE Industries **will not** assume responsibility for units sent to the **wrong address**; neither will CARDONE assume responsibility for units sent with core returns. R&R units must be sent directly to the R&R department via UPS or FEDEX.
- **CARDONE will not assume responsibility for peripheral devices sent with units (mounting brackets, external clamps, proms, accessory items, etc.). These must be removed before sending to CARDONE.**
- 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.

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
10	MASTER CYLINDER	12	ANTI-LOCK BRAKING SYSTEM
18	UNLOADED BRAKE CALIPER DOM	67	ELECTRONIC THROTTLE BODY
19	UNLOADED BRAKE CALIPER IMP	72	IMPORT ECM
20	POWER STEERING PUMP	73	BODY CONTROL MODULE
21	IMPORT POWER STEERING PUMP	77	GM ECM
22	RACK & PINION DOM/POWER	78	FORD ECM
23	RACK & PINION DOM/MANUAL	79	CHRYSLER/AMC ECU
24	RACK & PINION IMP/MANUAL	1A	ELECTRONIC POWER RACK & PINION
25	RACK & PINION DOM/SHORT	2L	INSTRUMENT CLUSTER
26	RACK & PINION IMP/POWER	2T	TURBOCHARGER
27	GEAR BOX	3A	DRIVE AXLE ASSEMBLY
30	DISTRIBUTOR	4C	CLIMATE CONTROL MODULE
31	IMPORT DISTRIBUTOR		
32	SMOG PUMP DOMESTIC		
33	SMOG PUMP IMPORT		
40	WIPER MOTOR		
42	WINDOW LIFT MOTOR		
43	IMPORT WIPER MOTOR		
47	IMPORT WINDOW LIFT MOTOR		
48	TRANSFER CASE MOTOR		
49	HEADLAMP MOTOR		
50	LOADED POWER BRAKE BOOSTER		
51	HYDROVAC		
52	HYDROBOOST		
53	IMPORT BOOSTER (LOADED & UNLOADED)		
54	UNLOADED POWER BRAKE BOOSTER		
57	IMPORT WATER PUMP		
58	DOMESTIC WATER PUMP		
59	HEAVY DUTY WATER PUMP		
60	CV DRIVE AXLE		
62	HEAVY DUTY POWER STEERING		
63	HEAVY DUTY POWER GEAR		
64	VACUUM PUMP		
74	MASS AIR FLOW SENSOR		

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