

Core Return Policy

A core charge is a refundable deposit for the value of a re-buildable part. On many DHD products, we need to charge a core charge at the time of the sale. All cores must be returned to DHD and have a core return sheet properly filled out. The customer is responsible for all return shipping charges. Please ship all cores to the address found on the Core Return Form. **Upon receipt of the core, DHD will determine the condition of the core and refund all, part or none of the core based on the condition.**

- All cores must be the same model as the original item that was purchased.
- It is the customer's responsibility to properly package their core to ensure it arrives safely.
- Core must be fully assembled and intact and all parts must be attached with all hardware.
- Returns within 30 days of purchase for full credit.
- Returns within 31-45 days will receive 90% credit.
- Returns within 45-90 days will receive 50% credit.
- Returns over 90 days will not be accepted.
- Please allow 5-7 days for cores to be processed and refunds to be issued.

CAMSHAFTS

- Camshaft lobes must still maintain factory specs.
- Cam gear surface area must be to stock specs.
- Cam must not be rusty or pitted.

CYLINDER HEADS

- Once core heads are returned they will be pressure checked and resurfaced. If a head fails a pressure check, or has to be resurfaced beyond specifications it will not be credited as a core.

INJECTORS AND PUMPS

- Injectors must be fully assembled.
- Injectors that were involved in a fire will NOT qualify.
- When returning core Injectors and pumps, they must be returned in original white shipping box. No box, no credit, no exceptions.
- Core injectors and pumps must be drained. If UPS sees fluid coming out of the box, your shipment won't even make it to us, they turn it around and you get to start over!

POWER STEERING LINES

- Must be in reusable condition.
- Must not be rusty or pitted.
- Lines must not be bent, kinked or distorted.
- Must be fully drained of all fluids. If UPS sees fluid coming out of the box, your shipment won't even make it to us, they turn it around and you get to start over.

TRANSFER CASE CORES

- Transfer case must be fully assembled with all parts intact. Missing parts or unassembled units may not be eligible for core credit.
- Transfer cases must NOT have any holes or cracks in the front housing that bolts to the transmission.
- Transfer cases must be fully drained of fluid prior to shipping. If UPS sees fluid coming out of the box, your shipment won't even make it to us, they turn it around and you get to start over.

TRANSMISSION AND ENGINE

- Must be in rebuildable condition.
- Must be fully assembled and all hardware present.
- Must be fully drained of all fluids. If UPS sees fluid coming out of the box, your shipment won't even make it to us, they turn it around and you get to start over.

UP-PIPES

- Main bellow must be in rebuildable condition.
- Must have brackets.
- The exhaust manifold flange must be reusable.
- The turbo pedestal flange must be reusable.