



For Inquiries:  
 Phone: 800-777-4780  
 Fax: 215-912-3858  
 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](http://www.cardone.com).
2. If multiple units are being sent, one form must be completed for **each** R&R unit.

### 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.  
 \*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:** If your original is not rebuildable, it will be sent back as a “Cannot Rebuild”. A \$5.00 handling fee will apply.  
 \*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):	Circle 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:		City:
State:	Zip Code:	Phone #:
All units are shipped UPS Ground unless specified otherwise. Please select a shipping method:		
<input type="checkbox"/> UPS	<input type="checkbox"/> Next Day	<input type="checkbox"/> 3 <sup>rd</sup> Day
<input type="checkbox"/> Fed Ex	<input type="checkbox"/> 2 <sup>nd</sup> Day	<input type="checkbox"/> Ground
<input type="checkbox"/> Customer Pick Up – except CV's		

### BILLING INFORMATION:

WD Name:	Account #:	Date Shipped:
Purchase Order/RGN #:	Street Address:	City & State:
Contact Name:	Phone #:	Email Address:



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### 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.
- There are now two different shipping addresses for CARDONE product:

All Product Lines except CV Axles ship to:

**CARDONE Industries – CDC Dock 10**  
**R&R Department**  
**Dock 10**  
**5501 Whitaker Avenue**  
**Philadelphia, PA 19124**

All CV Axles ship to:

**CARDONE Industries**  
**R&R Department**  
**Dock 27**  
**5810 East Harrison Avenue**  
**Harlingen, Texas 78550**

- **The complete address must be used when shipping R&R's. Make sure to signify "R&R Department", and the correct Dock #.**
- **All Prop Shafts must still be sent to the Philadelphia address.**

**NOTE:** 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.

### OTHER PROGRAM INFORMATION

- CARDONE Warranty policy applies for all R&R units.
- Average in-house processing time **2-3 business days (tracked from receipt of the product)**.
  - Electronic Modules, Loaded Boosters, Prop Shafts and ABS are **3-5 business days**.
- 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.