Core Policy ECP072023

Core Return Policy:
- Core returns are 100% the responsibility of the customer.
- Core MUST be identical to product purchase.
  - Most common examples:
    - We will not accept an IDM110 for an IDM120 core.
    - We will not accept a late model turbo actuator for an early model.
- Core must include all components as product shipped.
- Core credits are NOT guaranteed.
  - Once the core has been inspected and accepted, credit will be processed.
- Cores MUST be in rebuildable condition for credit, what is not acceptable:
  - Broken – examples: cracked housings, broken electrical connectors.
  - Burnt
  - Disassembled
  - Missing Parts
  - Water damage – extreme rust
- Most common denied core credit examples:
  - CP3 fuel pumps missing freeze plugs and/or fuel regulator.
  - Aluminum high pressure oil pump with cracked housing.
  - Missing IPR valve coils.
  - Disassembled injectors.
  - Burnt IDM or FICM modules.

Core Return Procedure:
- All core returns must have an RMA (Return Authorization) number clearly written on the package, obtained through Bostech Customer Service
- Clearly identify your return as "Core"
- Make sure all fluids are drained from the returned item.
- Make sure to properly package and seal the return package.
  - cores lost in shipping due to improper packaging will not be credited. (Boxes not taped securely)
- Cores damaged in shipping due to improper packaging will be subject to deductions or denied core credit.
- Cores must be returned within 90 days to receive credit. Cores returned after 90 days from purchase period will be credited at the discretion of the manufacturer.

Return Core Labels:
- Bostech offers an option to purchase a return label during the time of product purchase.
- Core return labels are emailed to the customer per the email address provided.

Return Location:

Bostech Auto
300 West Broad St
Hemingway, SC 29554

Note: Make sure to secure package and write RMA number on package for quicker processing.