

# Appliance Parts 365

You must include this form with all core returns. Appliance Parts 365 will contact you via email to confirm receipt of your core and update you as to the status of your core refund.

**Ship all cores to:**

RA# \_\_\_\_\_

**AP365 CORE RETURN**

**1756 TENNESSEE AVE**

**CINCINNATI, OH 45229**

Please use your original purchase invoice # as your RMA number!

Customer Information RMA/Invoice # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Core Information**

Model Number from appliance being repaired

\_\_\_\_\_

Serial Number from appliance being repaired

\_\_\_\_\_

## CORE RETURN INSTRUCTIONS

### Manufacturer Core Charges

*Information for Returning Core Boards*

### Refundable Manufacturer Core Charges - Instructions for Return

LG, Samsung, Electrolux Frigidaire, Whirlpool Corp. and its' respective subsidiary Brands Maytag, KitchenAid, Jenn-Air, Amana, Magic Chef, Estate, Brastemp, Consul, Bauknecht, and Gladiator charge a Refundable Core Charge for some specified control boards, clocks, timers and other electronic parts.

On any purchase where you have paid for a core charge, you may send back the old core part to us and we will promptly refund the core amount (35, 50, 60 etc.) back to your original method of payment. We do not provide return shipping. Please use shipping method that supplies tracking number. Keep tracking for your records as we can not supply refunds for lost packages.

**WE REQUIRE BOTH, THE ORIGINAL OEM BOX** in which the part will be shipped and **CORE BOARD RETURNED** together in order to issue a **CORE REFUND**. This applies to the OEM Box that typically has a Green Whirlpool Label or Orange Frigidaire/Electrolux Label on it. We only require the OEM box the board was in, **NOT** external box used for shipping if one was used. Please do not cover up the green or orange labels on OEM boxes.

Upon receipt we will inspect the core. The core charge is refunded in full once it passes inspection. No partial credit is given on bad cores. Cores must be complete and in rebuildable condition in order to receive core credit. A box of parts does not constitute a rebuildable core.

Cores must be returned within 90 days to receive core credit. All cores must be returned in the original manufacturer's box. Cores returned must be the same as the unit sold.

The customer is responsible for the return of the core. The cores should be packed carefully for return in order to protect the core from shipping damage. Appliance Parts 365 is not responsible for shipping damage or lost items.

Rejected cores can be returned to the customer at additional cost and no core refund will be given. Pre-payment of return shipping must be received before rejected cores can be returned. Partial core credit will NOT be given for partial or damaged cores.

Fill out the Core Return form completely and return it with your core. Cores returned without the appropriate paperwork may be rejected or credit may be delayed. Cores with shipping due will be rejected. Please use your original purchase invoice number as your RMA number and include it in the Ship To address.