



CORE PICK-UP INSTRUCTIONS

PLEASE NOTE – The engine core MUST BE RETURNED WITHIN 30 BUSINESS DAYS – starting on the day of delivery of the new motor – or your warranty will be voided.

PREPARATIONS TO HAVE THE CORE PICKED UP

- CORE MUST BE DRAINED OF ALL FLUIDS
- CORE MUST BE PUT IN THE ORIGINAL CONTAINER THE NEW MOTOR WAS DELIVERED IN OR BACK ON THE PALLET STRAPPED DOWN*

**If the core is on a pallet, the carrier WILL NOT pick up if it isn't strapped down securely.*

WHEN THE CORE IS READY FOR PICK UP – DO NOT CONTACT THE CARRIER!

CONTACT FRASER ENGINES – 1.800.731.3177

IF YOU CONTACT THE CARRIER, YOU WILL BE CHARGED FOR THE FREIGHT.

Because the shipment cost is covered by FRASER ENGINES, we will send the Bill of Lading (BOL) directly to you (via email/fax).

IF YOU DO NOT HAVE A WAY OF PRINTING OR A FAX NUMBER, YOU MUST FIND A WAY ON YOUR OWN TO PRINT THE BILL OF LADING. WE CANNOT SEND IT DIRECTLY TO THE CARRIER.

- The Bill of Lading (BOL) states Fraser Engines is paying for the shipment. Two (2) copies of the BOL MUST be present for the pick up when the driver arrives.
- When the truck driver arrives, You and the driver will sign both copies of the BOL. The driver will then stick a tracking number sticker on YOUR COPY of the BOL. The driver will then take this copy back to the terminal.

CORE PICK-UP INSTRUCTIONS *(Continued)*

FAILURE TO HAVE THE BOL PRESENT FOR THE PICK UP CAN RESULT IN

- THE CORE GETTING LOST IN TRANSIT
- YOU OR YOUR REPAIR CENTER BEING CHARGED FOR THE FREIGHT CHARGES

We require two copies of the BOL for your records for the following reasons:

- The carrier gives you tracking number which allows you to track the shipment being delivered to us!
- If the carrier loses your shipment, we can still issue you credit for the core by you sending us a picture of the signed BOL with the tracking number shown on it.

If you need to change the pick up location of the core, PLEASE contact us first before moving the core. **Most of the time, we can change the location of pick up but sometimes WE CAN NOT. FOR EXAMPLE: IF AN ENGINE WAS ORIGINALLY DELIVERED TO A BUSINESS ADDRESS, THEN BOUGHT TO A RESIDENTIAL ADDRESS.**

Any question or concerns regarding the core pick up process or to schedule a core to be picked up, please contact us at:

EMAIL: cores@FraserEngines.com

PHONE: (800) 731-3177 Option 2

Thank you for Choosing Fraser Engines.

