



CORE PICKUP INSTRUCTIONS

Preparation for core pick up:

The core must be drained of fluids and repackaged for shipment. If our unit came in a shipping container it must be returned in our container.

If it came on a pallet it will need to be strapped to a pallet.

If there is damage to the core please let us know at the time of scheduling, there may be a deduction for cores sent back damaged/incomplete.

Bill of Lading "BOL" instructions:

A Bill of Lading is a prepaid shipping document that is REQUIRED to be used with the truckers. Failure to use our BOL can result in the core getting lost, you being financially responsible for the added shipping fees, and/or forfeit of your core refund!

Step 1: Print 2 copies of the BOL and make sure the pick-up location has both copies.

Step 2: Sign and date both copies in the bottom left corner in the "shipper signature" section.

Step 3: Hand both copies to the freight driver upon arrival. They will sticker each and give you one back as your copy to keep as proof of your core getting picked up. **KEEP YOUR COPY OF THE BOL FROM PICKUP TILL YOU GET YOUR REFUND BACK**

Step 4: If a RMA label is emailed to you, print and attach to the top of your shipment.

We will make sure you have the pre-paid Bill of Lading to use before the truckers arrive to pick up the core.

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

- The carrier gives you a tracking number which allows you to track the core back to us.
- If we need a record of your core getting picked up, your signed copy of the BOL with the tracking sticker will be REQUIRED to issue your refund!

Please note:

The core must be sent back within 90 days or your warranty can be voided.

We have 27 locations so some instructions may vary based on the unit being sent back and the shop receiving the core.

Please contact us directly for further instructions and to make sure you are doing everything correctly!



Core Department

Call: 800-731-3177 option 2

Text: (262) 448-3134

Email: cores@fraserengines.com

Submit pick-up online:

<https://fraserengineco.com/core-return-request/>