GENERIC POLICY

Core returns are returns of “used” parts for exchange program parts and accessories.

Customers must return cores within six months (180 days) of the purchase date of the exchange program part or accessory. UpTime will provide Customers with monthly core right-to-return information to help determine eligibility.

Cores must be complete, assembled, and in acceptable condition to be remanufactured in order to receive full credit.

An RGA (Return Goods Authorization) must be received by the Customer prior to sending cores for credit. Customer must contact UpTime Customer Service for an RGA and a shipping label will be provided to the Customer. See contact info at top of document and shipping/mailing address is: UpTime Parts, LLC, 385 Fenton Lane, Suite A, West Chicago, IL 60185

Copy of RGA must accompany return and RGA number must be marked on return packaging for proper identification at warehouse. No RGA copy or marking will delay processing of core return.

To provide ease of business to Customers, UpTime will pay shipping fees on core returns. This service is subject to change.

For returns of injectors and heavy cores (engines, transmissions, etc.) UpTime will make arrangements for truck pickup at the Customer location.
Cores may be rejected if determined to be damaged, incomplete, or incorrect. Customers will be notified of rejected cores requesting final disposition; either return rejected cores to Customer or scrap at warehouse. Customer will be charged freight for rejected cores and for any cores returned to Customer.

**INJECTORS**

**Minimum** quantity for any single return is **100** injector cores.

Based on minimum quantity return, truck shipping will be required. Please follow the return request instructions under General Policy on page 1 and arrangements will be made by UpTime for truck pickup of core product. Shipping documents will be supplied to Customer prior to truck pickup for ease of transaction.

Cores **must** be complete, assembled and in acceptable condition to be remanufactured in order to receive full credit. (see chart)

Cores that have been damaged by fire, water, or force will receive no credit.

Cores not returned within 180 days are no longer eligible for return.

Core returns will only be accepted in relation to purchases.

**Do not ship core and warranty together.** Cores and warranties must be separate and identified as such.

Once cores are processed, individual units cannot be identified or returned.

Cores **must** be properly protected from damage in shipment.

Cores **must not** be allowed to leak into box in which returned.
**UpTime Parts Core Return Policy for Central Distributors**

**V8 Injector Core Chart**

<table>
<thead>
<tr>
<th>Category Model Year 2004+</th>
</tr>
</thead>
<tbody>
<tr>
<td>4221-JS</td>
</tr>
<tr>
<td>V8 MY04+ Injector</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category Model Year 2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>4222-JS</td>
</tr>
<tr>
<td>V8 MY03 Injector</td>
</tr>
</tbody>
</table>

Contact Info:
PHONE: 866.623.0770
FAX: 630-753-7084
EMAIL: uptimeparts@navistar.com
ENGINES & TRANSMISSIONS

Engines and transmissions must be returned in the original container. No credit will be given for cores returned in packaging other than the original container.

Cores returned with damaged housings/blocks will receive no credit.

Transmissions must have the torque converter installed. Units returned without the torque converter will receive a $150 deduction on the credit.

Reinstall any shipping brackets on transmission torque converter.

Shipping pods must be returned with transmission securely strapped inside and pod strapped or banded.

If cores contain more than one (1) gallon of fluids, there will be a deduction of $150 on the credit.
OTHER COMPONENTS

Cores **must** be returned in the original box. No credit will be given for cores returned in packaging other than the original container.

Cores **must** be properly protected from damage in shipment. Cores returned damaged will receive no credit.

RGA number **must** be marked on return packaging for proper identification at warehouse.

Cores bearing manufacturer identification other than specified on return packaging or incorrect manufacturer will receive no credit.