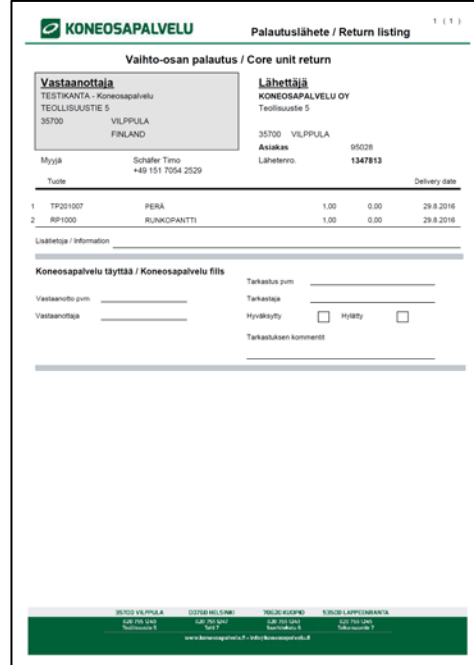


CUSTOMER GUIDELINES – CORE RETURN

- 1) Remove and store the plastic label and the return listing that are attached to the new part:



”Plastic label”



KONEOSAPALVELU Palautuslähete / Return listing 1 (1)

Vaihto-osan palautus / Core unit return

Vastaanottaja TESTIKANTA - Koneosapalvelu TEOLLISUUSIE 5 35700 VILPPULA FINLAND		Lähettäjä KONEOSAPALVELU OY Teollisuustie 5 35700 VILPPULA	
Myyjä	Schäfer Timo +358 151 7054 2529	Asiakas	95028
		Läheteno	1347813

Tuote				Delivery date
1	TP201027	PERA	1,00 0,00	29.8.2016
2	RP1020	RUNKOPANTTI	1,00 0,00	29.8.2016

Lähetelmä / Information

Koneosapalvelu täyttää / Koneosapalvelu fills

Vastaanotto pvm _____ Tarkastus pvm _____
 Vastaanottoja _____ Hyväksyty HUHTY
 Tarkastuksen kommentit _____

BERTO VILPPULA 02000 HELSINKI MIKKO KUOPIO ERIKKA LAPINEN
 GSM: +358 40 500 5000 GSM: +358 40 500 5000 GSM: +358 40 500 5000
 www.koneosapalvelu.fi

”Return listing”

- 2) **Before returning the old part, attach the plastic label and the return listing to it.**
(If needed additional information can be written on the listing)
- 3) Return the old part to the *”Send To”* - address on the return listing.
If desired Koneosapalvelu can arrange the return freight. In this case the shipping costs will be invoiced separately.
- 4) A core charge has been included in the invoice of the new part. You will receive information about the core charge refund within 14 days upon arrival of the old part in Vilppula.
- 5) Core charge will be refunded in full if:
 - a. the old part has been returned within two (2) months from the date of invoice
 - b. the old part contains all the same parts that have been delivered by Koneosapalvelu with the new part
 - c. the old part is repairable:
 - i. Pumps, hydraulic motors, differentials and gear boxes:
 - no cracks or other significant damages in the housing
 - bearing seats of gear box housings undamaged
 - ii. Pillars:
 - no cracks in the part above the welding seam of cast iron tooth part
 - iii. Slewing housings:
 - no cracks in the housing
 - iv. Rotators: (only BBR15, BBR16)
 - exterior splined shaft undamaged

Otherwise the core charge cannot be refunded.