



CORE RETURN INSTRUCTIONS

Thank you for your purchase. Please follow the instructions below to ensure proper core credit. Core should be returned within 90 days

The following documents are included in the core packet that is provided with each engine:

1. Core evaluation form and plastic bag
2. Core return tag
3. Core return request form

If you do not have the required forms, or have any questions regarding proper core return procedures, please contact the Reviva core department at 877-357-7634.

1. An evaluation of the engine should be performed before shipment to Reviva, so that any potential deductions will be known beforehand.
2. Fill out applicable fields of the enclosed core evaluation form and core return tag.
3. Place the core evaluation form in the clear bag provided.
4. Fasten the core packet and core return tag securely to engine core.
5. Fill out the core return request form and fax to 763-390-3722.
We will schedule a carrier to pick up the core and fax the bill of lading within 24-48 hours. If you have questions regarding the pick-up once it has been faxed, please call 877-357-7634 option 4.

For core returns from **Canada**, please follow these additional steps:

1. Reviva will fax customs document for use with shipment
2. Make 3 copies of the form and place each in a separate envelope
 - a. Attach one copy to the engine.
 - b. Give one copy to the driver.
 - c. Keep one for your records.

UPS Centers:

You have received the wrong packet of paper, call us at 877-357-7634 to get the right instructions.

For Orders placed through Paragon System:

Freightliner/Sterling/Western Star dealers must also request an RPA from Freightliner.

To obtain the RPA number, please fax your request along with a copy of your bill of lading to the Freightliner Cores Management department at 803-578-3715.

Reviva will perform an evaluation of the core when it is received; if any discrepancies arise, a copy of the chargeback form will be faxed to the selling location. All core credits are given directly to the account that was billed for the original purchase.

***Please note: if core is received from a non-Reviva carrier, the difference between Reviva's preferred rate and the non-approved rate will be deducted from the core credit or charged back at a later date.**