

**THANKS FOR ORDERING A STEERING UNIT FROM STEER AND GEAR!!**

**CORE RETURN GUIDE**



**SATISFACTION.....**  
 We hope you are satisfied with your purchase, and we want to stay committed to giving you the best service with your core return. Please follow this guide to help us give you a no-hassle credit.



**TIMING IS EVERYTHING.....**  
 Please put your old unit in the same box you received your remanufactured unit in. These boxes are made stronger than normal corrugated, to hold up to both shipments. We request that cores be returned to us within 30 days, with the exception of restorations.



**SHIPPING.....**  
 If your unit can be returned UPS, a Prepaid RS (Return Svc Label) will be enclosed with your invoice. Attach this label to your box after taping it securely, and give to any UPS driver. Keep the receipt portion of the label for your records. Shipments exceeding 150 lbs. are returned via Motor Freight Carrier with pre-arranged freight terms, Please call us toll-free for instructions.



**PAPERWORK.....**  
 Complete the bottom portion of this guide and return with the core. In most cases, your credit is issued the same day we receive your core.

Credit is given according to the method of payment of the original purchase, (i.e. Visa, MasterCard, Check, C.O.D., or Net 30). If your shipment was C.O.D. we cannot issue payment until we receive your remittance from the shipping company, which may take up to two weeks.



**PUZZLED.....**  
 By your core return? We're just a phone call away and will be happy to help you with any questions or concerns you may have regarding your core return. Please do not hesitate to call us when you need us.



Hours: Monday Thru Friday  
 8:00 am 5:00 pm  
 Steer & Gear Inc.  
 1000 Barnett Rd.  
 Columbus, OH 43227

Toll Free: 800-253-4327  
 Local: 614-231-4064  
 Fax: 614-231-5712  
 E-Mail: info@steerandgear.com

Company:	Your Name:
Address:	Phone:
City, State, Zip	P.O.#

**RETURNED ITEMS:**

QTY RETD	PART NUMBER	INVOICE NUMBER	REPLACEMENT/WARRANTY INFO

**Reason for Return:**     Core Return     Complete Return     Warranty

**Refund:**                     Credit my Visa/MasterCard                     Send Check     Credit my Account  
                                       Replace with warranty repaired unit                     Send a new replacement unit