

## Core Charge Policy

### Standard Charge policy:

For most purchases, the customer has the option to waive the upfront core charge for 30 days. By waiving the core charge, you agree to have your core picked up for return within 30 days of your unit shipping from the National Differential facility. The unit must be picked up at the same address as delivery unless there is explicit prior approval. Return shipping is paid by National Differential. Additionally, by waiving the core charge you authorize National Differential to bill your credit card, bank account, or other form of payment for the dollar value of the associated core charge when a core is not picked up for return within the given 30-day period. All core returns must be complete and buildable. Any cores that are returned with damage to the housing or partially assembled/disassembled interiors will be charged the full value of the core return. Cores must be emptied of all oil and fluid before being returned or shipped back to the National Differential facility. Cores containing excessive amounts of oil or fluid will be charged \$75 to the payment method on file due to environmental regulations and concerns. If the core is not returned and the core charge is not paid, the warranty for the given unit is void and National Differential will no longer sell products to the business or individual. Cores returned outside of the allotted 30-day period but returned within 90 days are eligible for a refund equal to 50% of the core charge. Cores received 90 days or more after the original purchase has shipped are not eligible for any core charge refund.

### International, Alaska & Hawaii:

Shipments being picked up from National Differential and destined for Alaska, Hawaii, or international locations are required to pay the core and pallet charge upfront. The customer is responsible for return shipping (we do not ship to these locations), and the core charge will be refunded to the customer upon landing at the National Differential facility. There will be no core charge refunds for cores returned, not buildable and not complete. Refer to the standard core charge policy above for more information.

### Shipping Materials Policy

Pallets and boxes used for shipping are subject to an additional charge if they are not returned with the core intact and free of damage (normal wear and tear excluded). Charges are as follows:

- **Large shipping boxes** (used for most rear differentials): **\$600**
- **Small shipping boxes** (used for most front differentials and transfer cases): **\$400**
- **Pallets** (used for large differentials or dual-wheel units): **\$150**

If you do not plan to return your core, please inform us in advance, and we will ship your unit on a non-returnable pallet, eliminating the pallet charge.