



CONTINENTAL TEVES CORE RETURN POLICIES AND PROCEDURES

Full Core Credit

Continental Teves will give 100% full core credit for returned cores that meet the following conditions.

- **All cores must be returned in an original ATE box.**
- **All cores must be returned with a Core Credit Return Form.**
- **An RGA# (Return Goods Authorization) must accompany all cores.**
- **Total core returns must not exceed the amount sold to customer.**
- **All cores must match applications that are offered by ATE.**

Zero Core Credit

Continental Teves will not issue core credit if the core is returned under the following conditions.

- **Damage caused by excessive or unusual force.**
- **Disassembled units.**
- **No RGA# (Return Goods Authorization) assigned.**
- **No Core Credit Return Form returned with cores.**
- **Not a valid ATE application.**
- **Number of core returns exceed application quantities sold to customer.**

Core Return Process

1. Accumulate a minimum of 10 Cores.
2. Evaluate Cores: Make sure that all cores meet Continental's core return policy criteria. Cores that do not meet our policy will be returned at the customer's expense with no core credit given.
3. Complete the Core Return Form.
4. Obtain a RGA# (Return Goods Authorization) number from **ATE Customer Service by calling (502)-736-0943 or emailing us at: ate-customerservice@contiteves.com**
5. The customer must send back the cores at their own expense via a carrier of their choice.
6. Keep a copy of the Core Return Form for your records.
7. Use the Core Return Form as a packing list and include this with your shipment.
8. Core credit will be issued within 30 days of the receipt of the cores by Continental Teves logistics.
9. Core credit will be issued at the published price in effect at the date of the RGA excluding any promotional pricing.

The right to return cores for credit is based on a continuing business relationship with Continental Teves, including ongoing purchases of brake products. Continental's liability for core credit will end with the termination of this business relationship.

Effective 1/1/06