



CUSTOMER RETURN SHIPPING GUIDELINES

Freight and Less than Truckload (LTL) User Guide for
Returns of Cores, Stock Adjustments and Warranty Claims

Effective Date: May 6, 2024

99623CRSG

CUSTOMER SHIPPING GUIDELINES

This guide is to help ensure that all return shipments to CARDONE are expedited. You must follow the requirements as outlined in this guide for all shipments. This guide outlines your responsibilities for all shipments to CARDONE. Here is everything you are responsible for when sending shipments to CARDONE. Following these simple guidelines will help us to process your return as quickly as possible and minimize the opportunities to be subjected to surcharges.

Requirements You Must Follow

- Use the correct pre-printed bill of lading (BOL) and specified carrier for each shipment. Failure to do so could result in excessive freight charges that may result in chargebacks to your account.
- Do not mix the contents of the pallet. Stock Adjustments and Core Returns must be on separate pallets.
- Use acceptable pallets and gaylords.
- Follow pallet labeling requirements and include all necessary reference IDs, RMA #s, etc.
- Include the bill of lading (BOL).
- Do not triple stack.

Pallet Requirements

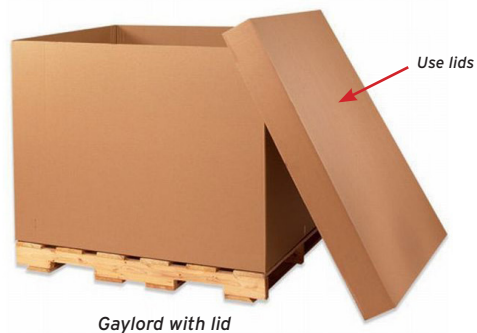
- Gaylords & pallets can be utilized.
- Pallets must be Grade A or B pallet.
 - Grade B refers to a used pallet that has been repaired.
- Pallets for Harlingen, TX warehouse must be stamped ISPM 15 compliant (*see image below*).
- Pallets should be 48"x40" with 7 boards on top, 5 boards on bottom, 3 stringers, and 4-way entry (notches).
- No exposed nails.
- Max pallet height of 48" (including pallet).
- Max FLOOR SPACE weight of 1600lbs.
- Refer to your buying agreements/contract for minimum freight requirements.



Heat Treated ISPM 15 Compliant Stamp
(Required for shipments going to Harlingen, TX)

Pallet Preparations & Packing Requirements

- Prepare pallets and separate the contents based on the geographic location of the warehouse for the product lines you are shipping.
 - You **MUST** reference the Core/Warranty & Stock Adjustment Return Shipping Location Guide to ensure your products ship to the appropriate warehouse (See page 5 for warehouse locations).
 - Product lines with warehouse locations in Pennsylvania should **NEVER** ship to Texas and vice versa.
- All products should be shipped back in the original packaging, to avoid surcharges/deductions.
 - Return units in original packaging as instructed in the RGA/RMA process.
 - Build the pallet by packing product lines together.
 - Do not cover up original part numbers or UPC codes. These are scanned for ease of processing as they are inspected upon return.
 - Gaylords should not be filled to exceed the sides/top and should always have a lid.



Gaylord with lid

Stock Adjustment Specific Requirements

- Containers must have lids and be marked "Stock Adjustments" on the front side.
- Containers must be loaded neatly to avoid damage to box/product.
- Stock Adjustments can be loaded onto the top half of a pallet containing core or warranty returns. There must be a cardboard slipsheet separating the stock adjustments from the core or warranty units below. The pallet must be clearly marked with the appropriate labeling and documentation (details on next page).

Securing Pallet Contents

- Contents of pallet must be shrink-wrapped and/or banded tight to the skid to avoid shifting and collapsing. Shrink wrap needs to meet the minimum specification of 60 gauge or greater (≥ 15 micron).
- If using gaylord(s), be sure to use and secure the top.



Properly secured/labeled pallet

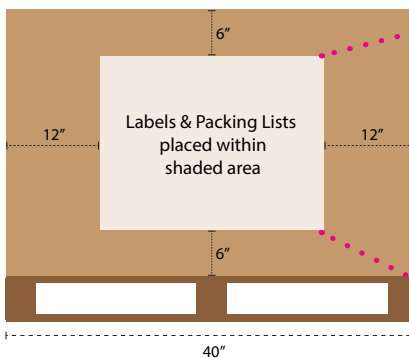
Labeling Pallets

1. Pallet labels must follow the outlined template below:
 - a. "Ship from" company name & address
(not needed if account# is on label)
 - b. Your CARDONE Industries Account #
 - c. CARDONE DC delivery address
 - d. Multiple skid shipments must include numbers (i.e. 1 of 3)
 - e. Type of return (Core, Warranty, Stock Adjustment)
2. Packing list should be placed in clear pouch on the side of pallet.
3. Packing List and Pallet Label should be placed next to each other on the side of the pallet.
 - a. Placed on a 40" side of the loaded pallet
 - b. No less than 6" from the top of the pallet
 - c. No less than 6" from bottom of the pallet
 - d. No less than 12" from either side of the pallet

Pallet Label

Ship From Company Address	Account # with CARDONE	
CARDONE DC Delivery Address		
SKID #X of X		
Type of Return (Circle one)		
CORE	WARRANTY	STOCK ADJ

Label Placement on Pallet



Pallet Label & Packing List



Requirements for Preparing Individual Units for Return

- Make sure the product is not leaking any fluids.
- Place the core and any loose components into a bag.
- Place the bagged core into its original box.
- Leave intact all elements of labeling showing part number and UPC barcode.

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Core/Warranty & Stock Adjustment Return Shipping Location Guide

Effective May 6, 2024: Cores and Warranty Returns cannot be shipped mixed on the same pallet. Cores and Warranties must be separated, tagged with the appropriate Bill of Lading form, and shipped to the proper location noted for the product line below.

Class	Product Line	Core	Stock Adj.	Warranty	R&R
1A	ELECTRONIC PS RACK & PINION TYPE	Harlingen	Arlington	Harlingen	Harlingen
1C	ELECTRONIC PS COLUMN TYPE	Harlingen	Arlington	Harlingen	Harlingen
1M	ELECTRONIC BRAKE UNIT	N/A	Arlington	Harlingen	Harlingen
12	ANTI-LOCK BRAKING SYSTEM	Harlingen	Arlington	Harlingen	N/A
14	CALIPER BRACKET	Harlingen	Arlington	Harlingen	N/A
18	UNLOAD BRAKE CALIPER DOMESTIC	Harlingen	Arlington	Harlingen	N/A
19	UNLOAD BRAKE CALIPER IMPORT	Harlingen	Arlington	Harlingen	N/A
2C	NEW BRAKE CALIPER	N/A	Arlington	N/A	N/A
2L	INSTRUMENT CLUSTER	Harlingen	Arlington	Harlingen	Harlingen
2M	PARKING BRAKE MOTOR	N/A	Arlington	Harlingen	Harlingen
4C	CLIMATE CONTROL MODULE	Harlingen	Arlington	Harlingen	Harlingen
6E	NEW ELECTRONIC THROTTLE BODY	N/A	Arlington	Harlingen	N/A
67	ELECTRONIC THROTTLE BODY	Harlingen	Arlington	Harlingen	Harlingen
72	ECM	Harlingen	Arlington	Harlingen	Harlingen
73	BODY CONTROL COMPUTER	Harlingen	Arlington	Harlingen	Harlingen
77	GM ECM	Harlingen	Arlington	Harlingen	Harlingen
78	FORD ECM	Harlingen	Arlington	Harlingen	Harlingen
78	INJECTOR DRIVER MODULE	Harlingen	Arlington	Harlingen	Harlingen
79	CHRYSLER/AMC ECM	Harlingen	Arlington	Harlingen	Harlingen
1G	MANUAL RACK & PINION	Harlingen	Arlington	Harlingen	Harlingen
1H	ELECTRONIC HYDRAULIC POWER STEERING	Harlingen	Arlington	Harlingen	Harlingen
20	POWER STEERING PUMP	Harlingen	Arlington	Harlingen	Harlingen
21	POWER STEERING PUMP	Harlingen	Arlington	Harlingen	Harlingen
22	RACK & PINION POWER	Harlingen	Arlington	Harlingen	Harlingen
23	RACK & PINION MANUAL	Harlingen	Arlington	Harlingen	Harlingen
24	RACK & PINION MANUAL	Harlingen	Arlington	Harlingen	Harlingen
26	RACK & PINION POWER	Harlingen	Arlington	Harlingen	Harlingen
27	STEERING GEAR BOX	Harlingen	Arlington	Harlingen	Harlingen
28	CONTROL VALVE	Harlingen	Arlington	Harlingen	N/A
29	POWER CYLINDER	Harlingen	Arlington	Harlingen	N/A
3L	NEW HYDRAULIC TRANSFER TUBING	Harlingen	Arlington	Harlingen	N/A
3P	NEW POWER STEERING PULLEY	N/A	Arlington	Harlingen	N/A
3R	NEW POWER STEERING RESERVOIR	N/A	Arlington	Harlingen	N/A
30	DISTRIBUTOR	Harlingen	Arlington	Harlingen	Harlingen
30	CRANKSHAFT POSITION SENSOR	Harlingen	Arlington	Harlingen	Harlingen
31	DISTRIBUTOR	Harlingen	Arlington	Harlingen	Harlingen
31	CRANKSHAFT POSITION SENSOR	N/A	Arlington	Harlingen	Harlingen
40	WIPER MOTOR	Harlingen	Arlington	Harlingen	Harlingen
43	WIPER MOTOR	Harlingen	Arlington	Harlingen	Harlingen
48	TRANSFER CASE MOTOR	Harlingen	Arlington	Harlingen	Harlingen
51	HYDROVAC	Harlingen	Arlington	Harlingen	Harlingen
52	HYDROBOOST	Harlingen	Arlington	Harlingen	Harlingen
53	POWER BOOSTER	Harlingen	Arlington	Harlingen	Harlingen

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Class	Product Line	Core	Stock Adj.	Warranty	R&R
54	POWER BOOSTER W/O MASTER CYLINDER	Harlingen	Arlington	Harlingen	Harlingen
5C	NEW POWER BRAKE BOOSTER	N/A	Arlington	Harlingen	N/A
65	PROP SHAFT	N/A	Arlington	Harlingen	N/A
66	NEW CV DRIVE AXLE	N/A	Arlington	Harlingen	N/A
74	MASS AIRFLOW SENSOR	Harlingen	Arlington	Harlingen	N/A
81	NEW PULSE BOARD	N/A	Arlington	Harlingen	N/A
82	NEW WINDOW LIFT	N/A	Arlington	Harlingen	N/A
83	NEW TRANSFER CASE MOTOR	N/A	Arlington	Harlingen	N/A
84	NEW DISTRIBUTOR	N/A	Arlington	Harlingen	N/A
84	NEW CAMSHAFT POSITION SENSOR	N/A	Arlington	Harlingen	N/A
85	NEW WIPER MOTOR	N/A	Arlington	Harlingen	N/A
86	NEW MASS AIR FLOW SENSOR	N/A	Arlington	Harlingen	N/A
96	NEW POWER STEERING	N/A	Arlington	Harlingen	N/A
97	NEW RACK & PINION	N/A	Arlington	Harlingen	N/A

Shipping Locations:

Arlington

CARDONE Industries
3000 E. Pioneer Parkway
Suite 190
Arlington, TX 76010

Harlingen

CARDONE Industries
5810 E. Harrison Avenue
Harlingen, TX 78550

Surcharges may apply when:

- Entire shipment and/or pallet(s) are received at the wrong warehouse.
- Pallets are mixed contents with any combination of cores, warranty returns and stock adjustments.
- Pallets are not properly labeled for ease of processing.
- Core & Warranty shipments less than 300 lbs. will be subjected to a minimum \$125 freight charge unless otherwise specified in your customer agreement.

Questions?

Call Customer Service at 1-800-777-4780 or your CARDONE Territory Sales Manager