



CORE RETURN FAQ

CORE RETURN INFORMATION

What is a core?

Certain automotive parts can be recycled and remanufactured for future use. These parts have a “core charge” that is used as a deposit on the portion of the part that can be reused. The reason for this charge is to encourage the return of your old part. When the recyclable component from your old part is returned to us, the charge is refunded to you.

Core Charges

The core charge you pay when you purchase a replacement part, will be reimbursed to you when you return the core. For example, if you purchase an alternator, you will be charged X amount for the core. Once you return the core, you will be reimbursed that amount via a check.

Core Return Process

When you purchase a part through us, you will receive an order number/confirmation to your email. If a part you purchased had a core charge, you are eligible to return your old part (core).

- **Picked up at Dealer** – if you picked up your part from the Dealer then you will return the core directly to the dealer you purchased the part from.
- **Shipped to Home** – Utilizing our FedEx pre-paid shipping process, you are eligible to receive a refund check directly from ACDelco/GM Genuine Parts. To return your core go to www.ACDelcocorerefund.com and complete the following information:
 - o STEP 1: Complete the information on this website.
 - o STEP 2: Click submit to request your pre-paid shipping label.
 - o STEP 3: Receive your Return Goods Authorization Number and pre-paid FedEx shipping label.
 - o STEP 4: Prepare package by placing the product in the ACDelco/GM Genuine Parts box the part came in and affixing the provided FedEx label to the box then insert packing slip into the box.
 - o STEP 5: Deliver package to your local FedEx approved shipping location.

- o NOTE: FedEx Express® Drop Boxes accept most letters and packages up to 20” x 12” x 6”. Packages should not be left outside the drop box. Bring packages too large for the drop box compartment to the counter at a staffed FedEx location.
- o Please allow 6-8 weeks for processing your core refund.
- o Upon your core being received and inspected, a refund via check will be made payable to the original purchaser noted on this Core Return Claim form.

CRITICAL steps to ensure a timely and complete refund is received for your ACDelco/GM Genuine Parts core product:

- Full core refund is paid to the customer as long as the core passes inspection and is as complete as the product provided, missing no parts and returned in the ACDelco/GM Genuine Parts box received in. If you paid a core charge tax when you purchased a replacement part, it will be reimbursed to you when you return the core, if you reside in a state where the core charge tax is refundable. Your refund will include the core charge deposit amount + specific core charge deposit tax (if applicable).
 - o Note: The dealership reserves the right to reject the core part return if the part is not properly packaged.
- The core return must be received within 6 months of the purchase date of your part.
- The core returned MUST be the same type and size as the part purchased.
- Cores obtained from salvage yards will not be accepted.
- The product must be returned in the same box in which your ACDelco/GM Genuine Parts was delivered to be able to receive your refund.

FREQUENTLY ASKED QUESTIONS

All Cores

What are unacceptable cores?

Incomplete, physically damaged, disassembled or cores that have been obtained from salvage yards. Unidentifiable parts are also not accepted for credit.

If the current part is not ACDelco, will the return still be honored?

Yes, provided that the core is from the same vehicle application as the purchased part and it is not damaged, disassembled, or from a salvage yard.

How long after I purchase the part do, I have to submit the core return?

The core return must be received within 6 months of the purchase date of your part OR within 45 days of the date your FedEx label is generated (if shipping back to ACDelco/GM Genuine Parts).

Core Returns from Ship to Home Online Orders

How do I properly box the core for shipping?

Place the core into the original ACDelco/GM Genuine Parts box. Any inserts from original packaging can also be included. If feasible, the box should be reinserted into the original shipping box for additional protection.

When can I start the refund process?

Please allow 72 hours from the time of purchase for the refund system to update the purchase record from ACDelco/GM Genuine Parts. The actual core refund process will start once the core is received by ACDelco/GM Genuine Parts.

Where can I find my Order Number?

Your Order Number can be found in your order confirmation email.

How is freight paid for on my core return?

ACDelco/GM Genuine Parts will provide a pre-paid shipping label using FedEx ground transportation. However, customers must deliver the core (with shipping label) to an authorized FedEx location for shipment to ACDelco/GM Genuine Parts core processor.

How long should I allow for FedEx to ship my core return?

Please allow up to 5 days for shipping.

How can I obtain my FedEx Tracking Number if I have misplaced it?

Please contact ACDelco/GM Genuine Parts Consumer Core Return Program Headquarters at 1-844-682-0556.

How long after I submit should I allow to check my status?

Please allow approximately 11 days before checking your status.

How long after my check is shipped should I allow to receive it?

Please allow 4-6 weeks to receive your check.

Are there any limits to the number of core returns that can be submitted?

No, however if you are submitting for a refund on more than one product, each item needs to be submitted separately online.