



Please Note – The core you are returning must match the product you bought for any core return credit to be issued. It must be the same model and style.

Please include this form and a copy of your original sales receipt with all core returns. FTI will contact you via email or phone to confirm receipt of your core and update you as to the status of your core refund.

If your core was bought through an authorized FTI distributor then they will be notified of the return so they can credit you directly. FTI does not issue any credit for product not bought directly through FTI. Those credits are issued by the distributor that took your money originally. Any tax return or withholding is based on the state in which the core was purchased.

Please use your original purchase invoice # as your RMA number!

Ship All Cores to:

RMA _____

FTI Core Return Dept.

1815 Patterson Ave

Deland, FL 32724

Core Charges

The "core" is the part that is brought back to and used as the basis for producing our world class products. When you buy an FTI part with an associated core charge, you are expected to send your current part to us as a "rebuildable core". When we receive your core, it will be inspected to make sure the core is rebuildable and of the same type and style as what you purchased. The core charge is refunded in full once it passes inspection. No partial credit is given on bad cores.

Core Returns

Cores must be complete and in rebuildable condition in order to receive core credit. A box of parts does not constitute a rebuildable core. A part requiring welding does not constitute a rebuildable core.



The customer is responsible for the return of the core. The core should be packed carefully in the original box for return in order to protect the core from shipping damage. FTI is not responsible for shipping damage.

Fluid must be drained from the core prior to return and the core bagged to eliminate any fluid leakage.

Rejected cores can be returned to the customer at their expense and no core refund will be given. Pre-payment of return shipping must be received before rejected cores can be returned.

Partial core credit will NOT be given for partial or damaged cores.

Fill out the Core Return form completely and return it with your core. Cores returned without the appropriate paperwork may be rejected or credit may be delayed. Cores with shipping due will be rejected. Please use your original purchase invoice number as your RMA number and include it in the Ship To address.

Converter cores may only be returned using FED EX or UPS.

Transmission cores must be returned LTL only using RL Carriers, Old Dominion, South Eastern Freight Lines, XPO Logistics, Saia, or T-Force (formerly UPS Freight).

Cores must be returned within 90 days to receive core credit. All cores must be returned in the original manufacturer's box. Cores returned must be the same as the unit sold.

Customer Information - This information must appear on the outside of the box also.

RMA/Invoice # _____

Name _____

Address _____

City/State/Zip _____

Phone _____

Email _____

Item being returned: _____

Any questions please call 866-726-8358

FTI Converters LLC

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