



DEVICE REPLACEMENT WITH CORE EXCHANGE

All parts include a 90 day warranty. Price includes core charge amount as listed (refunded to customer when core returned to AEP within 30 calendar days of delivery).

INSTRUCTIONS

Step 1: After receiving your order, print and complete our Core Return Form below.

Complete all fields (including the sales receipt number in the upper-right hand corner) and include this form along with your defective device so that we are able to identify who the equipment belongs to and contact you as needed and keep you informed on the status of your return. Failure to complete and include this form will delay the refund process.

Step 2: Prepare your device for shipping

Ensure that your device is packaged properly (if you are sending a PCB board, ensure that there is plenty of packing between screen and box) and insured if you choose.

Step 3: Ship to:

Automotive Equipment Parts
7302 W. Saint John Rd.
Glendale, AZ 85308

Step 4: Upon receipt and inspection of your old core, we will refund the listed* core charge amount to you

Please take note of your tracking information as we do not have access to view your shipping records when sending the device to us. If following up with us, it is helpful to have this information available to provide to us as we receive many shipments daily.

CORE REFUND POLICY

Upon receipt and inspection of your old core, we will refund the listed* core charge amount to you.

We will issue a refund via the same method of payment that was used for your original purchase, unless other arrangements have been discussed and agreed upon.

*Refund amounts are listed with their respective products and vary depending on the product. While we make every effort to maintain and update these prices, listed amounts are subject to change without notice. Cores that are deemed beyond recovery for our purposes will not be subject to a refund. The old core must be in good condition and all necessary components must be intact to qualify for core refund (i.e., no missing electrical, no apparent/excessive physical damage, etc.). If your core does not meet our requirements, we will contact you to discuss further options. If you are unsure whether your core will qualify, please contact us and we'll be happy to help.

DEVICE REPLACEMENT DISCLAIMER

Robinair no longer offers replacement devices and therefore the supply is limited! The core exchange program's success is contingent upon the cooperation of our customers and helps us keep our prices low and gives us the ability to make these devices available to other customers.

By selecting Option 2 (Device Replacement) you hereby agree to the terms and conditions set forth by Automotive Equipment Parts. If you elect this option you agree to return a compatible core of the same make and model and in a condition that can be used for our purposes. Failure to return a core will result in the retaining of the core charge fee (as listed above) plus any additional costs we may seek to recover from the loss up to and including Robinair's retail price, PLUS you will be deemed ineligible for the program in the future, and your account may be disabled indefinitely or until the debt is settled.

Automotive Equipment Parts has the right to exercise discretion on eligibility of the core exchange program.



Sales Receipt No.:
RMA No.:

CORE RETURN FORM

Please fill out completely (including the sales receipt number in the upper-right hand corner) so that we are able to contact you as needed and keep you informed on the status of your refund. Failure to complete and include this form will delay the refund process.

TO BE ELIGIBLE FOR A FULL REFUND, CORES MUST BE RECEIVED WITHIN 30 CALENDAR DAYS FROM DATE OF DELIVERY OF YOUR REPLACEMENT DEVICE!

Indicate which core you are returning:

Mfg.	Product Name	Product Code	Qty.	Amount
Robinair	<input type="checkbox"/> Circuit Board 34800	ROB-RA19564		\$275.00
Robinair	<input type="checkbox"/> Power Supply ACR2000	ROB-RA19642		\$50.00
Robinair	<input type="checkbox"/> Control Module 348002K	ROB-RA19769		\$275.00
Robinair	<input type="checkbox"/> Control Module 347002K	ROB-RA19768		\$275.00
Robinair	<input type="checkbox"/> Control Module 34700Z	ROB-RA19888		\$275.00

CUSTOMER INFORMATION			
Business Name			
Contact Name			
Phone Number(s)	Cell:	Work:	Other:
E-mail Address:			
Describe the issue(s) you are experiencing with your old device:			

Send your defective equipment along with this form to:

Automotive Equipment Parts
7302 W. Saint John Rd.
Glendale, AZ 85308

Helpful Tips:

- Ensure that the equipment is packaged sufficiently to prevent damage during shipping, especially for ACR2000 boards as we are not responsible for damage that occurs during shipping.
- Remove or black-out any old shipping labels, including the original shipping barcode.

Thank you for your business!