

Core Return Policy

1. General Provisions

- 1.1. This policy outlines the rules for returning cores by the Customer to Elerte for the purpose of:
 - Deposit refund,
 - Remanufacture,
 - Complaint.
- 1.2. The Customer is required to follow the rules outlined below to ensure smooth processing of the shipment and the proper execution of relevant procedures.

2. Core Return Procedure

- 2.1. **Purpose of returning the core:** Before sending the core, the Customer must inform Elerte of the purpose of the shipment by specifying one of the following options:
 - Deposit refund,
 - Remanufacture,
 - Complaint.
- 2.2. **Return form:** The Customer is required to fill out the core return form, which must be included in the package. The form should include the following information:
 - Name/Company name,
 - Product code + name,
 - Purchase invoice number,
 - Purpose of return (deposit refund, remanufacture, complaint),
 - Description of the issue (in case of a complaint), complaint submission,
 - Customer contact details.
- 2.3. **Notification of the receiving department:** In addition to including the form in the package, the Customer must also inform Elerte of the core shipment by sending an email with the completed return form to: cores@elerte.pl.

3. Shipping Guidelines

- 3.1. Cores should be carefully packed to prevent damage during transport. The Company is not responsible for any damage resulting from improper packaging of the core.
- 3.2. The Customer is responsible for the shipping cost of the core for deposit refunds, complaints, and remanufacturing unless otherwise agreed upon with the Company.

4. Final Provisions

- 4.1. The Company reserves the right to refuse acceptance of the core if the shipment does not comply with this policy or if the return form is not included.

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