



# CORE RETURN INSTRUCTIONS

1815 Patterson Ave. Deland, FL, 32724 – [ftiperformance.com](http://ftiperformance.com)

Tech (386)736-5816 – Fax (386)734-0273

[info@ftiperformance.com](mailto:info@ftiperformance.com)

## CORE RETURN INSTRUCTIONS & INFORMATION

Congratulations on your recent purchase of a new FTI Performance Torque Converter and/or Transmission! Please take the time to read this document to its entirety as we will be covering important information about the core return process.

**NOTE:** If your core item was purchased through an authorized FTI Distributor, then your core return must follow that distributor's core return policy. If your core item was purchased directly from FTI then your core must be returned directly to FTI. Any cores returned to FTI for products purchased from a distributor will be processed according to your respective distributors core return policy.

### Core Items:

This is a list of our most common core items, if you were charged a core, please follow the instructions below.

- 700R4 Transmissions & Kits
- TH400 Transmissions & Kits
- 10R80 Torque Converters
- 47/48RE Diesel Torque Converters
- 68RFE Diesel Torque Converters
- Allison Diesel Torque Converters
- E4OD/4R100 Diesel Torque Converters
- 5R110 Diesel Torque Converters

**NOTE:** The core you are returning **MUST** match the product you have purchased to be eligible for any core credit. Any mismatched core returns will be subject to disposal or return shipping fees.

### Core Return Information & Instructions:

- Cores must be in a complete & rebuildable condition. Empty cases, boxes of parts, and damaged torque converters are not viable cores and may be subject to refusal pending inspection by an FTI Staff member. **Note:** There will be no partial core credits for incomplete core returns
- All shipping costs related to core returns are the responsibility of the customer. Cores should be packaged or palletized carefully in the original packaging in a manner that ensures safe transit during shipping. FTI is not liable for any damage that may occur during pickup, shipping or delivery.



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- It is highly recommended that all transmission cores be returned using an LTL freight service, we prefer using R&L Carriers, Fedex Freight, Old Dominion, XPO Logistics, Saia, Southeastern Freight Lines, and T-Force Freight (formerly UPS Freight)
- It is highly recommended that all converter cores be returned using UPS or Fedex Ground Shipping. Please avoid shipping with USPS as much as possible.
- All cores must be returned within 90 days of purchase to be eligible for core credit.
- All Fluids must be drained from your core prior to shipping. All cores must be bagged as well before packaging to ensure any remaining residual fluid remains contained with the core.
- If you purchased directly from FTI or your distributor instructs you to contact FTI directly, please contact us prior to shipping to set up an RMA. Make sure to reference your RMA on your return label & packaging. 386-736-5816
- Customers must provide a copy of their original purchase invoice or receipt with all core returns.

## Core Return Address:

FTI Converters LLC  
Core Return Department  
1815 Patterson Ave  
Deland, FL, 32724  
RMA# (your RMA number)

## Core Return Customer information:

Please Fill this section out with your information and include this sheet with your core return!

Name: \_\_\_\_\_ RMA/Invoice # \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Core Item being Returned: \_\_\_\_\_