

Kassel Performance

Core Charge Policy – Rebuilt Engine Exchange

Purpose

To ensure consistent availability of rebuildable engine cores and maintain fair business practices, all rebuilt engines sold through our exchange program are subject to a core charge unless a suitable core is provided at the time of purchase.

Core Charge Overview

- A core charge is a refundable deposit collected when a rebuilt engine is purchased.
- The charge encourages the return of the customer's old engine ("core"), which will be inspected and deemed acceptable for rebuild.
- If no core is returned, or if the returned core does not meet acceptable standards, the charge is forfeited.

Core Return Requirements

1. Timeframe

Cores must be returned within **30 days** of the purchase date, unless otherwise specified in writing. Returns received after 30 days may result in partial or no refund.

2. Condition Standards

Returned cores must meet the following minimum requirements:

- Must be complete, assembled, and match the unit purchased.
- Must not have catastrophic damage (e.g., broken block, holes in the case, excessive corrosion, fire damage).
- Must be free of non-rebuildable modifications (e.g., aftermarket welding, machining beyond standard service limits).

3. Packaging & Shipping

Cores must be drained of fluids and securely packaged to prevent damage or leaks during transit. Customer is responsible for return shipping unless otherwise agreed.

Inspection & Refund

- All returned cores are subject to inspection by our technicians.
- Refunds will be issued within **10 business days** of inspection approval.
- Refund amount may be reduced or denied if:
 - Parts are missing (e.g., head, crankshaft, camshafts, timing components).
 - Core is not the same type/series as the purchased engine.
 - Severe damage makes the core unsuitable for rebuild.

Non-Refundable Core Situations

- Core returned after the 30-day period without prior arrangement.
- Core that has been disassembled beyond normal removal of accessories.
- Incorrect or non-matching core returned.
- Excessive damage that prevents reuse.

Customer Acknowledgment

By purchasing a rebuilt engine through our exchange program, you agree to this Core Charge Policy and understand that the refund of your core charge is contingent upon the timely return and acceptance of your core.