

Return criteria for reman products

Cores – As valuable as money

As a leading manufacturer of driveline components we have been taking up the environmental challenges for more than three decades. We aim to continuously reduce our CO₂ footprint by fundamentally rethinking products and processes to render them more sustainable. For more than 30 years, remanufacturing to the highest quality standards has been an integral part of our business, both in the IAM and OES. We apply the same quality standards to the remanufacturing process as we do to our OES products. This saves significant amounts of raw materials and energy. 80 % of the material used in new production is already obtained from old parts. Therefore, handle the cores with care – they are as valuable as money!

Without exception, all products of our core return programme, whether new or remanufactured, meet our strict quality and safety standards. This can, however, only be guaranteed if the parts returned to this cycle also comply with certain requirements.



More information on our current criteria can be found in TecDoc or under this QR code.

Important information on the core return process

Before returning cores, please observe the following:

- > When purchasing GKN Automotive products like steering racks, steering pumps and drive shafts you will automatically be charged with a core deposit.
- > The old part (core) must be returned within **24 months** after purchasing a new part.
- > Core returns can only be processed with the **GKN Automotive core return form** and the **tracking number** issued by Customer Service (see below).
- > The completed core return form must be included in the consignment or attached to the pallet.
- > Cores must be returned in their **original boxes** with a clearly legible barcode/label.
- > Any returned parts which are not correctly packaged will only be credited after a visual inspection and assignment by GKN Automotive.
- > Please make sure that steering racks and steering pumps are returned separately from drive shafts.
- > Minimum return quantity is **1 pallet**. Parcel returns of small quantities cannot be processed.
- > All returned products are subject to a **quality inspection** to determine if a refund can be made. If no refund is possible, you will be informed accordingly and, after one month, the core will be disposed of.
- > If GKN Automotive requirements for core returns are met with, a **credit note** will be issued.
- > This credit note will cover the quantity and the corresponding core charge.
- > Products which are not in line with GKN Automotive criteria will not be credited.

Before returning your cores to us please get in touch with your respective GKN Automotive **Customer Service** contact:

Customer Service Germany: **Kundenservice.SER@gknautomotive.com**

Customer Service Spain: **pedidos.cac@gknautomotive.com**



Our sales brands:



SPIDAN



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