



**Door Controls USA**

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### Door Controls USA Core Return Policy

#### Effective 1/1/2024 Purpose:

The core return policy is established to enhance customer awareness of outstanding cores and foster a culture of customer care and collaboration. This ensures the efficient processing of core returns, contributing to the remanufacturing process and future sales.

#### Policy Guidelines:

1. **Core Returns:** All remanufactured products are priced with "CORE EXCHANGE DUE". This means a core is to be returned and shall be the EXACT same product as was purchased with normal wear so that the item can be remanufactured for future sale. The core must be shipped to Door Controls USA as soon as reasonably practical, but no later than 90 days after purchase. A core charge will be made if the core to be returned is not received by Door Controls USA within 90 days of purchase. If the EXACT same product cannot be returned for some reason, please contact our core department to negotiate a substitution of equivalent value if applicable. If a customer fails to return a core within the time period specified or after diligent efforts have been made to work out a mutually agreeable plan for return, Door Controls USA reserves the right to charge the customer 100% of the list price at the time of purchase. All documents including sales quotes, sales orders, and sales invoices will indicate a "CORE DUE" on the specific part where a return is required for the core. Some exclusions may apply.
2. **Documentation and Labels:** Every part sold that a core return is required is accompanied by a core return form, red tag label with the part number and serial number listed and return shipping label. In the case of a missing label, contact the Core Returns Department at [corereturns@doorcontrolsusa.com](mailto:corereturns@doorcontrolsusa.com) or generate one from our website: [www.doorcontrolsusa.com/account/return-label](http://www.doorcontrolsusa.com/account/return-label). Please include the required paperwork when returning a core to ensure accurate processing. Lack of paperwork will result in the removal of the oldest core from your core due list.
3. **Hot Cores:** During periods of low core inventory and high demand, Door Controls USA will publish a Hot Core list. Customers are required to return all Hot Cores within 90 days. Please refer to our website for a list of our current hot cores <https://www.doorcontrolsusa.com/hot-cores>.

#### Additional Information for Returns:

1. **Special Cases:** If the core is returned for warranty, return for credit, or repair & return, contact the Parts Department to obtain a Sales Return Order (SRO) at [parts@doorcontrolsusa.com](mailto:parts@doorcontrolsusa.com).
2. **Core Purchase Credit:** If the core is being returned for Core Purchase Credit, ensure the correct column is marked on the Return Goods Authorization (RGA) form.

By adhering to these guidelines, we aim to streamline the core return process, providing clarity and efficient handling for both Door Controls USA and our valued customers. Your cooperation is appreciated, and we are here to assist you at every step.

For more information about cores, please contact our core department at:

**903-833-5815 EXT. 4507**

[CoreReturns@DoorControlsUSA.com](mailto:CoreReturns@DoorControlsUSA.com)