

ERES Core Return Policy

With the implementation and launch of the new ERES website for the exchange of Chrysler/Jeep/Dodge radios, navigation units, CD/DVD players, clusters and body control modules, a new core return procedure will exist.

With each and every exchange, a return core is expected at the corresponding service center. Every core shipped out from a service center has Core Return Shipping Instructions and a UPS waybill enclosed in every package. The dealer is to follow the instruction listed and return the core immediately after removing the unit from the customer's vehicle. If a core is not returned within 90 days, a core return fee will be charged to the dealer.

There are two situations of core return to the service centers:

1. Regular core return for exchange
2. Core returned, yet not installed in customer vehicle

1. When a customer comes to a dealership with a defective electronic unit, the technician should request an exchange replacement from the ERES website. Once the exchange unit is received at the dealership, contact the customer for the installation. If the unit has something stuck in it (i.e. CD's, cassette, DVD, etc.) the technician SHOULD NOT attempt to remove the media.

The unit should be shipped to the service center with everything intact. The service center will remove the media product and ship it back to the dealer. The dealer can then contact the customer to come back for their property.

Core tampered with, beyond removing it from the vehicle and boxing it up, CANNOT be accepted by ANY service center.

Cores are electronically sensitive and complicated units and should never be opened by an unauthorized, unequipped facility. Proper training, experience, and equipment are required to maintain electronic integrity.

Reasons for denying opened cores for exchange return:

- A. ESD (electro-static discharge) contamination - Product may receive non-visible damage causing long or short-term problems
- B. Opening unit may interfere with customer stated complaint causing longer technician diagnosis time
- C. Additional damage to core and customer media due to improper disassembly and/or re-assembly

If a core is deemed unacceptable, there will be a fee charged to the dealer based on the value of the core.

2. When a dealer has received an exchange unit, and after some time cannot get the customer to return for the installation, they may want to return the unit 'unused'. In this instance, the dealer may return the unit to the service center. The dealer will be charged their country flat rate for shipping and \$50 U.S. restocking fee for all out of warranty returns.