

This details the process for returning cores and rebuilt items back to NABCO for credit. Please note that there is a three (3) day maximum turn-around time to ship once the order is entered by customer service, if stock is available.

1. **Customer** emails **Customer Service** (CustomerService@NabcoEntrances.com) a parts order requesting rebuilt parts

2. **Customer Service** enters order into system

NOTE: Customer will be charged a core charge, which will be credited back once the cores are returned

3. **Customer Service** ships parts and associated paperwork to **Customer**

NOTE: Associated paperwork will include RMA and Order Confirmation

Once order is received in by the customer:

4. **Customer** prints shipping label from the NABCO website, using RMA number for reference

5. **Customer** ships both RMA and Cores back to NABCO

6. **NABCO** receives Cores and RMA, verifies that the RMA paperwork included in the returned package matches the RMA issued

7. **NABCO** issues a core charge credit to the customer

*** NABCO will continue to do repair and return on select items, as determined by NABCO**