

XKs Unlimited Rebuilt Parts Policy, Please Read

Thank you for purchasing a rebuilt part from XKs Unlimited.

Rebuilt parts carry a “core charge.” This is a deposit that will be refunded once we receive your old part back and deem it a viable and rebuildable “dirty core.” The sooner you send the dirty core back, the sooner your deposit will be refunded.

Here is the fine print as it relates to rebuilt parts and core charge refunds.

- ***Dirty cores must be an exact match for the part purchased.*** A Chevy water pump will not suffice for a Jaguar V-12 unit and an XJ-6 wiper motor cannot be accepted for an XK-120 part. In some ***limited*** cases we will accept non-matching cores for a reduced refund. Please call first.
- ***Your dirty core must be complete.*** If we supplied your rebuilt water pump with a pulley, for instance, your dirty core must have a pulley as well. (We concede there are some gray areas here, as most rebuilt water pumps, for example, are not supplied with various hose fittings. These may be removed from your dirty core and fitted to the purchased rebuilt part. Same goes for some rebuilt brake master cylinders – there are fittings that may not be supplied with the rebuilt part. Bottom line: check the purchased part against your dirty core and call our Customer Service department if you have any questions.) In addition, the core must be assembled – a box of loose parts is not acceptable. ***An incomplete dirty core will result in a reduced core deposit refund – or rejection of the dirty core entirely.***
- ***Your dirty core must not be damaged.*** Generators cannot have broken ears; steering racks cannot be shaped like bananas; wiper motors cannot be fire-roasted, etc.
- ***Your dirty core must be rebuildable or no core refund will be issued.***
- ***When shipping your dirty core to us, please ensure it is packed well.*** Use our original packing methods as a guide. It is your responsibility to ensure the dirty core is packed well enough to arrive at XKs Unlimited undamaged.
- ***Cores must be returned in the original box.*** Remember, you may need to enclose the original box inside another box to ensure safe transit.
- ***Please completely drain all fluids from your dirty core.***
- ***Please use the back of this letter as your shipping label – just fold it as required.***
- ***Please enclose a copy of your invoice with the dirty core.*** At the very least, fill out the reverse side of this letter with your name, customer number and relevant invoice number. This will ensure a speedy core charge refund. Remember, if we don't know who sent us the parcel, we cannot refund your deposit.
- ***Please keep dirty core returns and other returns separate.*** This will ensure your core charge refund is not delayed.
- ***Dirty core returns sent freight-collect will be refused.***