



Instrument Cluster Core Return Criteria

All cores should be sent using the enclosed shipping label. If the customer uses an alternative shipping method a note containing the customer's name, distributor's name, order number, and a list of the cores being returned must be included in the box.

Cores must be shipped within the designated return time frame to:

Synapse Auto, LLC
Attn: Core Returns
15-C Pelham Ridge Drive
Greenville, SC 29615

To receive credit, genuine OEM Instrument Cluster cores must be returned to Synapse Auto in rebuildable condition. All cores will be inspected by Synapse Auto based on the criteria set forth in this document. The table below describes deductions that will be assigned for known defects.

Note on 2003-2006 GM Clusters: If a customer orders a 7-Gauge cluster (with Transmission Temperature Gauge) and returns a 6-Gauge instrument cluster, \$100 will be deducted from the core credit.

Description	% of Deduction
Missing or broken gauge needles	25%
Missing or broken reset button (if equipped)	25%
Damaged housing	50%
Missing, damaged, or non-OEM applique	100%
Fire, flood, or other catastrophic damage	100%