Torque Converter Shipping Instructions

TO AVOID DELIVERY AND SERVICE DELAYS PLEASE FOLLOW THESE SHIPPING INSTRUCTIONS:

When shipping a torque converter core via UPS, Fed Ex, or other common carriers, please keep in mind they will not accept boxes that are oil soaked. Failure to properly drain the converter may result in lost packages and refusal to ship by the carrier.

Please use the following procedure...

Whenever possible please use the original packaging your converter was shipped in, it is designed to protect your converter from damage. Place the label provided on the outside of the box, and be sure to include the SO# on the label. (F)

Before placing your converter into the box:

1) Drain as much of the fluid from the unit as possible.
2) Place a small shop rag into the open end of the converter. (A)
3) Place the original plastic cap or other plastic cover over the rag and secure with tape, wire, tie wrap or hose clamp. (B & C)
4) Place converter in a heavy duty plastic bag and seal tightly. (D)
5) Before closing the box make sure the Service Request form is on the top of the package inside the box.(E)
6) Call ProTorque Customer service for RMA # or Core Return #

All shipping charges are the responsibility of the customer.

NOTES:

1) If the original packaging is not available use a sturdy box that is big enough to hold the converter without bulges. Place a layer of packaging material on the bottom of the box before putting the wrapped converter in. Place additional packing materials around the top and sides of the wrapped converter.
2) If you are returning a core that has a refundable core charge associated with it, please send a copy of the original invoice with the core and your contact information. This will allow Customer service to process your core return as quickly as possible.

ProTorque
C/O Boninfante
555 Industrial Park Drive
Yeadon, PA 19050
Tel: 631-218-8700
Fax: 631-448-8007

ws: protorque.com
fb: /protorque
in: @protorque
tw: @teamprotorque