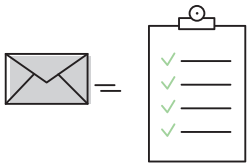


# HOW CAN YOU SEND BACK YOUR CORES?

## OPTION 1: WITH OFFER BEFORE TRANSPORT



You fill in the form and send it to **cores.electronics@tvh.com** (electronic parts) or **cores@tvh.com** (all other parts)



TVH draws up an offer



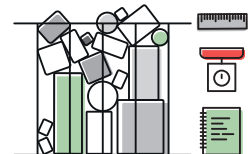
You give your approval and specify the weight and dimensions of the package + all contact details for transport



After inspection and approval of the core(s), you send an invoice to TVH with our order number mentioned



In case of non-repairable parts, TVH will contact you



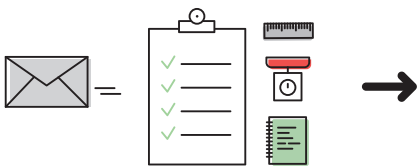
TVH gives you an order number and we collect the goods



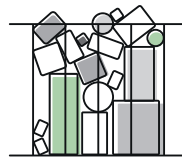
After receiving your invoice, TVH will pay your invoice

# HOW CAN YOU SEND BACK YOUR CORES?

## OPTION 2: WITH OFFER AFTER TRANSPORT



Contact [cores.electronics@tvh.com](mailto:cores.electronics@tvh.com) (electronic parts) or [cores@tvh.com](mailto:cores@tvh.com) (all other parts) and specify the weight and dimensions of the package + all contact details for transport



TVH gives you an order number and we collect the goods



After inspection of the core(s), TVH draws up an offer



After receiving your invoice, TVH will pay your invoice



Once both parties agree on the price, you send an invoice to TVH with our purchase order number mentioned

### We are happy to share a few useful tips:

- The old parts should be recoverable
- Drain any parts that contain oil
- Pack fragile pieces such as printed circuit boards extra well to avoid damage

If you have any questions about the process, contact [cores@tvh.com](mailto:cores@tvh.com) or [cores.electronics@tvh.com](mailto:cores.electronics@tvh.com) for more information.