

INFO

Dear customer,

Thanks for your order with Autoteilekontor. Please read the following instructions.
For your questions please contact: sales@autoteilekontor.com

CORE PLEDGE SCHEME

If you have ordered an article with a deposit from us, please send the old defective part (core) back after the replacement item has been installed. If you do not wait, it can happen that too many parts are being sent back, which can cause delays. Inverted case, missing parts on the core cause also delays in the refund of the deposit (core pledge).

Cores must arrive within 45 days to us at the latest. After 45 days, you can of course also send cores back, but here it comes to deductions of 30% because we have to supply new cores if the pump doesn't arrive a certain time. Otherwise some products will not be available within shortest time.

We do not accept any cores after 6 months have passed.

Long story short; please send the cores within 45 days back to us. The faster the better for us all. Finally, you want the deposit amount faster back and we need the cores back faster.

Please send the cores back to:

Autoteilekontor GmbH
Nürnberger Str. 37
93152 Nittendorf
Germany

Tel. +49 1590 4233 829

Please make sure that the cores have to be sent back with the same peripherals as you have received. It must not be missing any parts.

Please note that **parts must be refundable**. Refundable means:

- The cores are not allowed to be mechanical damaged from outside (e. g. no broken connectors).
- They are not allowed to be dismantled (only complete parts are refundable).
- The part number on the item has to be readable.
- Control units must not smell as electrical fire. If you smell the device and it smells like burned, this part is useless and therefore not refundable

Please pack the cores very well. If the packaging foams are damaged on the way to you, please fill the package with additional newspaper clutter or similar filling materials. Injection pumps, ABS hydraulic blocks and all other parts which leak fluids, have to be packed into a plastic bag (several garbage bags, freezer bags 6L or similar). These liquids are not only harmful to the environment, but also soft the bottoms of the cartons, so that the goods come out or the packaging is no longer stable and the product may be damaged.

Please do not think that the cores look solid because they are out of metal. The plugs and sensors are very sensitive. If the package falls they simply break. Depending on the parts damaged 50 – 150 EUR are deducted.

We have experienced that complaints at DHL, Hermes, UPS, FEDEX and Co. are meaningless. They use always the following standard response "package insufficiently padded / packaging not adequately protected" or similar wording. Of course we will send a complaint to the freight forwarder, if the package was well packed.

The return shipping costs have to be paid by the customer.

Once your core has arrived, you will be refunded asap (usually 1-3 days).

If you have paid via Paypal, you will receive the payment through Paypal back. For other payment methods such as bank transfer, cash please tell us your account number.

Please put a covering letter into the package (for example a copy of the invoice), because sometimes return addresses on the package label are no longer legible.

COMPLAINTS

Unfortunately, there is no manufacturer in the world, whose products are 100% reliable. In the case of complaints, we will send you a complaint protocol form (ask at verkauf@autoteilekontor.com) that must be filled in by your garage. This protocol contains following information:

- Which item?
- Which problems?
- Which diagnosis tool has been used?
- Diagnostic report?
- Which error messages?
- Reaction of the vehicle?
- Work carried out during installation process?

Please send us the item back together with the complaint protocol. The car part needs to be checked by the manufacturer of the product. This needs a few days, but shipping from you to us, from us to the manufacturer, from the manufacturer to us and from us to you need additional 2 – 3 weeks, so that a total time requirement of 3 – 4 weeks is expected. That's not fast, but faster this is hardly feasible. Therefore it is best for all concerned to keep the complaints minimal. We are looking for suppliers from which the complaint rate is minimal.

Your garage should consider:

- concerning the fuel injection pumps: to clean the fuel system from swarf / shavings. From tank to the injectors, all fuel lines must be cleaned. We recommend a diesel quality test.
- concerning the fuel injection pumps: chip tuning often leads to problems.
- concerning control units: please let the parts program by qualified repair shops that have experience with this vehicle brand.

Attention!

VERY IMPORTANT! PLEASE READ!

Before installing injection pumps / high-pressure pumps, please note:

1. Change fuel filter

- Pumps working 5-10 years start producing metal shavings because of friction when metal rubs on metal
- Please check if any impurities or metal pieces (little shining metal pieces to be found in diesel) are inside your filter or inside your fuel. If metal pieces are found please execute steps 2 and 3

2. Change fuel lines or at least clean an make sure no metal or dirt is inside

- Porous pipes not only cause pressure loss, but metal chips can also stuck to the walls of the pipes and can be pulled into the new pump.

3. Clean fuel tank

- Modern tanks often have lamellar and honeycomb structures. Shavings and dirt are often left here.
- If the chips are sucked into the new pump, the new pump breaks very fast (sometimes it does not last 2 hours = warranty is rejected by the manufacturer)
- Free the tank of gasoline and water (for example, misfuelling)
- Remove tank, clean, replace if necessary

4. Never start the engine with an empty fuel pump

- Lately the cases increase where workshops send us pumps back full of air. The air in the system causes pumps not to work as desired. In the worst case, it leads to the mechanical destruction of the pump (= warranty is rejected by the manufacturer)
- Bleed & pre-fill injection pumps (with help of a diagnostics device / for older mechanical pumps manually without diagnostics)

Check injectors and clean or exchange if necessary