

# Core return criteria

FRIESEN stands for high quality exchange parts based on remanufacturable cores. The used parts returned by you must not show any traces of intentional damage, improper fitting or wrong storage. Additionally, incomplete or

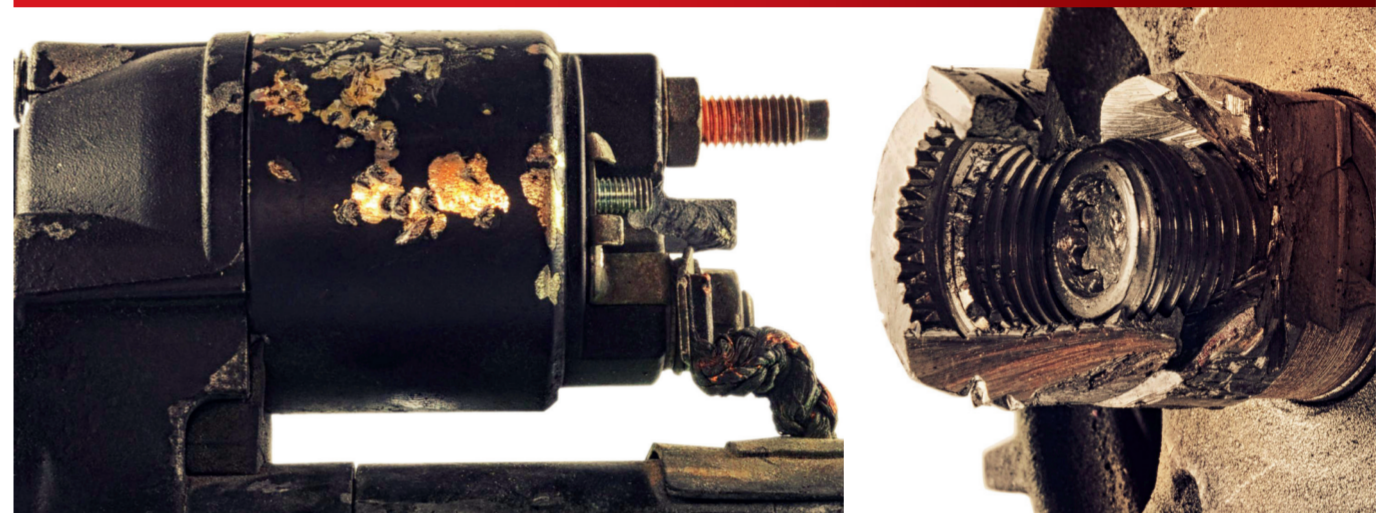
disassembled cores will be rejected. The following pictures show typical examples of such defects. Cores with such damages cannot be remanufactured. In these cases, the paid deposit cannot be refunded.

## Damage through improper fitting



- Broken flange
- Mounting hole widened and broken

## Intentional damage



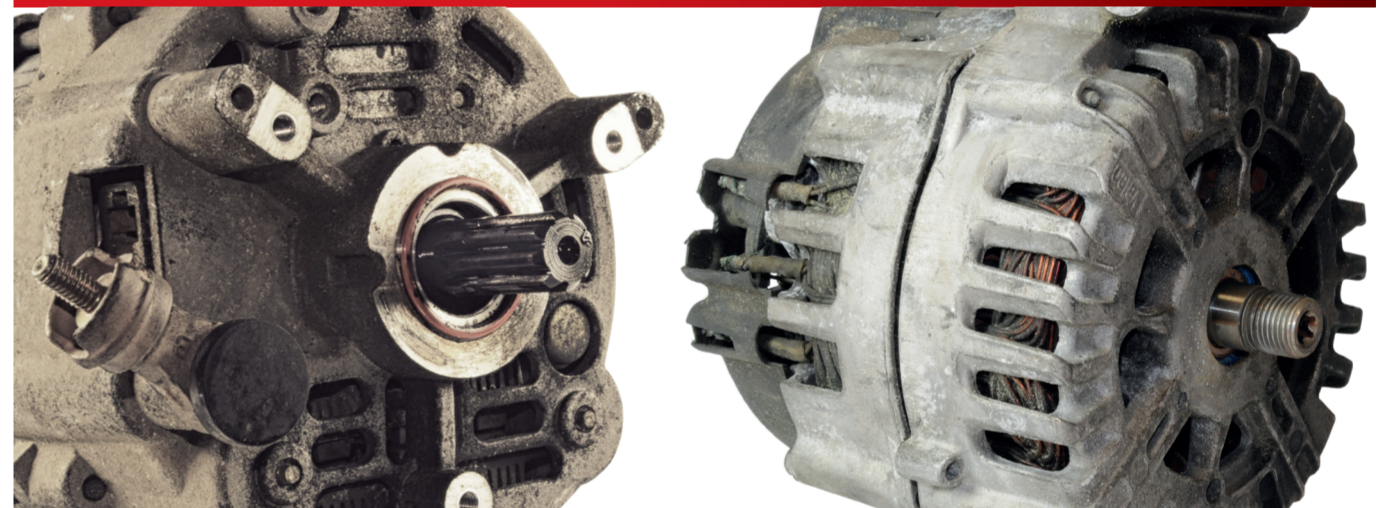
- Starter motor damaged by hammer blows
- Clutch pulley cutted off

## Damage through improper storage



- Heavy corrosion on the whole unit

## Incomplete



- Missing vacuum pump
- Missing clutch pulley

## Your Specialist

As a specialist for an environmentally friendly refurbishment of starter motors and alternators we have more than 35 years of experience and we keep on facing the market realities. In this way, we were able to build up and modernize our factory in Oranienburg (Germany) according to the latest standards.

## Reliable Quality

Our since many years well-known technical know-how is based on the ISO-certifications **DIN EN ISO 9001:2008** and **ISO 14001:2004**. These standards are systematically put into praxis during all processes and guarantee a high quality according to the specifications of the vehicle manufacturers.

## The optimal alternative

- Approx. 35% saving towards new parts
- 24 months warranty on every part
- 98% market coverage for european, japanese and korean passenger cars

## We are there for you

Our employees are at your disposal during the business hours (from Monday to Friday 07:00am to 06:00pm) via telephone or email. According to your request you can directly turn to the relevant contact: .

<b>Orders:</b>	<a href="mailto:order@friesen-team.de">order@friesen-team.de</a>	+49 3301 / 83 14 10
<b>Technical Hotline:</b>	<a href="mailto:support@friesen-team.de">support@friesen-team.de</a>	+49 3301 / 83 14 28
<b>Warranty Issues:</b>	<a href="mailto:warranty@friesen-team.de">warranty@friesen-team.de</a>	+49 3301 / 83 14 46
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