



SUNCOAST TORQUE CONVERTERS



SunCoast Converters, Inc. was established in 1989 as a two-man operation in the back of a transmission shop. Today, SunCoast has grown to over forty employees and over 70,000 sq. ft. of room to conduct operations. SunCoast started with a quest to answer the demand for quality after-market torque converters, transmissions, and parts.

Since then, SunCoast has identified and corrected failure points within numerous OEM transmissions and torque converters. SunCoast formulates test data using real-world scenarios, along with the latest technology and design methods, to manufacture parts that correct the cause of these failures. This practice has helped SunCoast stay ahead of its competitors in not only quality, but also extending past that to the winner's podium for its customers and sponsored vehicles. The company's research and development, combined with years of transmission and torque converter experience, is unparalleled.

Pride in design, manufacturing, technical support, and customer satisfaction has been and always will be the primary goal of SunCoast. The company tries to educate the public on the differences in products from other manufacturers, mainly so its customers know when they are getting product of substance versus a product that is simply relabeled. SunCoast will never sacrifice quality for price point. They have numerous CNC machines that run around the clock making parts for in-house use. They also have multiple CAD developers, as well as programmers on staff, making innovation in design second nature.

SunCoast is known throughout the transmission world for its top-of-the-line torque converters, transmission and rebuild kits because the company has taken the time to listen, learn, research, and respond to its customers' suggestions, with outstanding results. The company will continue to make its converters and transmissions the best in the business, while continuously researching new technologies that shine new light on the industry. Design copying is easy. Innovations, however, are more difficult.





NOTICE!

You must use our supplied bolts and/or lock nuts.

Failure to do so will cause damage to the converter.

Any damage caused by use of improper bolts and/or nuts will not be covered under warranty.

Thank You



SHIPPING YOUR CONVERTER

- Your converter was included with a bag and is to be placed inside the bag for you to receive your full core credit.
- Fluid leakage will not be tolerated.
- You must drain your core torque converter prior to shipping back to SunCoast.



CORE RETURN DEDUCTIONS

The following are deductions on core returns that will be implemented immediately.

1. Late core returns (Stocking orders after 90 days)
 - After 45 days 15% deduction
 - After 1 year no core return unless prior arrangements are made with Suncoast (Subject to 15% to 85% deduction)
2. Core returned must be equivalent to product purchased (Year, Type, Etc.)
3. Core return paperwork not filled out - \$35.00
4. Converter/Transmission/Valve body, excessive fluid leakage (All products should be drained prior to shipping back to Suncoast)- \$50.00
5. If Converter/Valve body are not returned in the provided bag to contain possible fluid leakage - \$25.00 – This prevents possible UPS/FEDEX re-boxes which will cause delay in core return.
6. If trans is not shipped back inside the included bag to contain possible fluid leakage - \$100.00
7. Transmission core returned with no tote - \$350.00
8. Transmission core returned in tote with no clips - \$10.00
9. Cores returned must be packaged properly. Suncoast is not liable for improper packaging or damage caused during return transit.
10. Broken or unusable cores – Price will vary based on current cost of replacement.

***Please allow up to 19 days for core refund to be applied. 3-4 days for inspections and 10-15 days for refund.**



CORE RETURN INSTRUCTIONS: READ THOROUGHLY!

All cores must be returned within 45 days to receive full core credit! Cores returned after 6 months without prior approval are subjective to no core credit!

Once your core return is delivered to Suncoast Diesel please allow up to 3 to 4 business days for it to be inspected and checked in. Please allow up to 10 to 15 business days for your credit to be processed and refunded. Most core credits are processed sooner however the above are worst case.

***VERY IMPORTANT! THE FOLLOWING MUST BE FOLLOWED IN ORDER TO RECEIVE YOUR FULL CORE CREDIT IN A TIMELY MANNER. IF ANY OF THESE STEPS ARE NOT FOLLOWED, THEN YOU MAY NOT RECEIVE YOUR FULL CORE CREDIT AND OTHER CHARGES MAY BE APPLIED.**

To return a core to Suncoast Diesel, first drain all fluids, if any, from the product.

***VERY IMPORTANT! NO SHIPPING CARRIER WILL TOLERATE FLUID CONTAMINATION OF OTHER PACKAGES! DUE TO THIS WE WILL REFUSE TO ACCEPT ANY LEAKING PACKAGES. THEY WILL BE RETURNED TO SENDER AND THE SENDER WILL BE LIABLE FOR DAMAGES, FREIGHT AND LOST CORE DEPOSIT!**

Fill out the Core Return Form found in the box you received your product in. If no form is located or you misplaced the form, please include the following information with your core or download from www.suncoastdiesel.com:

- **If product was purchased from anywhere other than SunCoast Diesel Directly, please include Dealer Name**
- **Your Name**
- **Original Invoice Number (Suncoast Diesel Invoice Number)**
- **RMA Number**
- **Original Purchase Date**
- **Address**
- **Telephone Number**
- **Product Part Number**

Include the form along with the core in the original packaging and/or box in which your new product was sent.

You will not be reimbursed for shipping costs incurred in shipping the core to Suncoast Diesel. To return the core, simply place the product in the included plastic bag and secure with included zip tie. Place it in its original box or a box of your choice. Drop off or have picked up the package at or by a shipping company of your choice. You are responsible for verifying and complying with proper shipping requirements of your selected carrier.

Assuming the core passes inspection, the credit card you used to purchase the new product will be credited in the amount of the core's value as indicated by the inspection. If the core does not pass inspection, you will not be reimbursed for the core or may only receive partial credit. Please understand that once the credit is processed by Suncoast Diesel the amount of time you receive credit varies depending on your bank.



SUNCOAST DIESEL CORE RETURN FORM

***IMPORTANT!** The following must be completed in its entirety in order to receive your full core credit in a timely manner. For multiple cores one core return sheet must be completed for each return. Failure to complete this form or follow core return instructions will cause delays in your return and you will not receive your full core credit. If this form is not completed in its entirety \$35.00 will be deducted from your core credit.

Product Purchased from: _____

Your Name: _____

Original Suncoast Diesel Invoice Number: (If purchased through another dealer please request Suncoast Invoice number from them to include on this form) _____

RMA Number: (Call before sending core and receive an RMA number to put on your paperwork and on the box.) _____

Original Purchase Date: _____

Your Address: _____

Your Telephone Number: _____

SunCoast Product Part Number: _____

***IMPORTANT! Please return cores to:**

SunCoast Performance
Attention: Core Returns
631 Anchors Street NW
Fort Walton Beach, FL 32548
RMA # _____