

✓ THE PART



- ✓ Open the Box
- ✓ Inspect the Part
- ✓ Verify the Return



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Product Return Guide for: **Manifold Converters**

If someone returns a manifold converter, here are four ways to determine if it's a valid warranty claim.

1. Verify it's the right part type. Some customers return unrelated products and heavy objects as a scam to get money back.
2. Verify the catalyst substrate is intact. If it's oily, broken or sooty, the vehicle may need additional repair and converter may not be covered under warranty policy.
3. Verify the part has been used. A heated up or used manifold can be red from rust or a blueish color on its outer shell. If it isn't discolored, it may be new and unmounted, and therefore can be sold again.
4. If a Dorman part, verify part number. Dorman converters have welded tags or laser etching with the part number, so you can be sure it's the right part in the box.

Not Installed



Installed

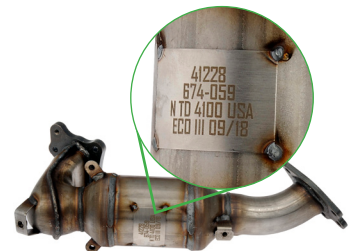


Mechanical damage (not a warranty issue)



Damaged substrate and
visibly worn gasket

Dorman Tag



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