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

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## Product Return Guide for: Fluid Reservoirs

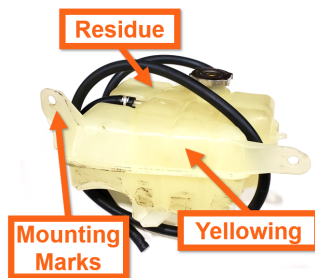
If someone returns a fluid reservoir, here are four ways to determine if it's a valid warranty claim.

1. Verify it's the right part type. Some customers return unrelated products and heavy objects as a scam to get money back.
2. If correct part type, verify part marking. Dorman reservoirs have part number molded into the part, so you can be sure it's the right part in the box.
3. Verify the cap is present in the box. Each Dorman reservoir comes with a cap and if it is missing the reservoir may not be covered under warranty policy.
4. Verify whether the part has been used. A mounted or used reservoir will have marks from mounting fasteners, residue from being filled, and/or yellowing from heat. If it doesn't appear to be used, it may be new and unmounted, and therefore can be sold again.
5. Customer describes the reason they are returning the part? Write it on the side of the box! This can greatly help in identifying and fixing these issues.

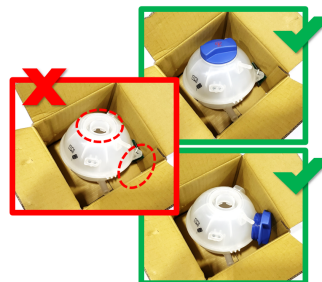
**Not Installed**



**Installed**



**Missing cap**



**Part Marking**



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