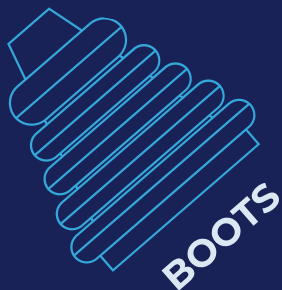


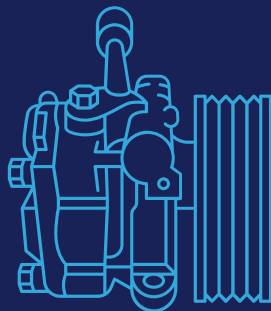


# DEPOSIT MANAGEMENT

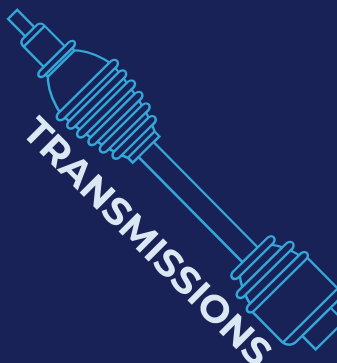
DEPA INTERNATIONAL



BOOTS



PUMPS

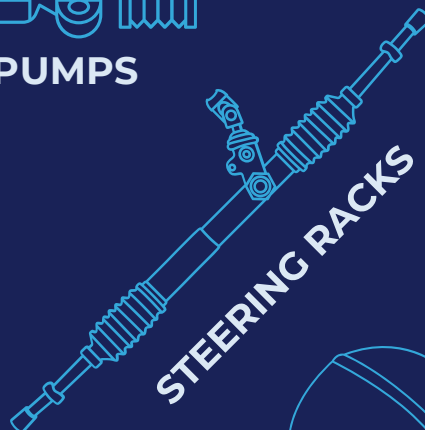


TRANSMISSIONS

CALIPERS



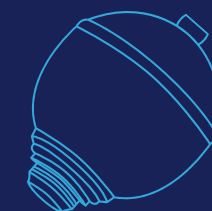
STEERING  
COLUMNS



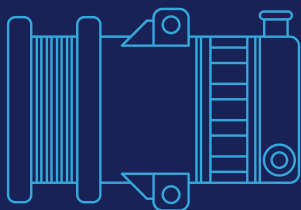
STEERING RACKS



DRIVESHAFTS



SPHERES



AIR CONDITIONING  
COMPRESSORS

QUALITY  
AVAILABILITY  
SERVICE





## RETURN DEPOSIT MANAGEMENT:

- **Return collection and tracking:**

Used parts are collected from customers using a structured process. Each return is recorded to ensure accurate tracking and traceability of each part.

- **Part condition check and assessment:**

Upon receipt, each part is inspected to ensure it meets the remanufacturing criteria. Eligible parts then move on to the reconditioning process, while non-compliant parts are discarded.

- **Deposit refund and stock management:**

Once the part is accepted, the deposit value is refunded to the customer. Recovered parts are then reintegrated into the production cycle to be put back into circulation, thus contributing to sustainability and continuity of supply.

Please note the following instructions:

- Pack the part in good conditions to protect it during transport
- Display the returns label on the packaging
- Protections (plugs, covers, foams, etc.) must be replaced in the same way as on the part delivered.
- Comply with the acceptance criteria provided



### Collection request

From 15 old parts, the distributor will send a collection request by e-mail or via a form on the website.



### Confirmation and shipment of the return

The sales administration department prepares the documents relating to the collection. An appointment is arranged with the carrier and the information are passed on to the customer.



### Reception and control of the goods

The old parts are received by the logistics department, which then checks the old parts and assesses the condition of the parts, the references and the quantities indicated above.



### Return deposit

The accounting department issues a credit note for the deposit (depending on the status of the old part).

01

02

03

04

### Sales Administration:

Tel: +33 3 22 90 33 66

Mail: [commande@depa.fr](mailto:commande@depa.fr)

### Invoicing Department:

Tel: +33 3 22 90 33 66

Mail: [facturation@depa.fr](mailto:facturation@depa.fr)

# PROCEDURE FOR THE RETURN OF CORES

As part of our commitment to continuous improvement and client satisfaction, please follow the procedure below carefully to ensure that your return is processed quickly and efficiently.

## RETURN OF CORES FOR DEPOSIT RETURN

### 1. Preparation

- Return the old part in the original DEPA packaging of the new part received.
- The returned reference must be strictly identical to the purchased one.
- To ensure optimum identification in our sorting centre, you must ensure that the bar code and article number on the box remain clearly legible.
- Returns must be packed on a pallet measuring 80 x 120 cm and wrapped in film or strapping.

### 2. Request for collection

- From 15 cores: the collection is organised by DEPA
- Less than 15 cores: the return to DEPA is at the client's expenses.

Submit your request for collection:

✉ Either per e-mail: [commande@depa.fr](mailto:commande@depa.fr)

🌐 Or via our Website: [Request form](#) (Form section → Return request)

⚠ Required documents:

Please enclose a file (CSV, XLSX, PDF, JPG, PNG.) with a list of the returned parts and the corresponding quantities.

### 3. Shipment

Please state clearly on the parcel to be shipped:

- ✓ Name of the company
- ✓ Your account number
- ✓ The list of references included in the return (Packing list)
- ✓ The mention: "Retour carcasses"

📦 Delivery address for the return:

DEPA INTERNATIONAL / RÉCEPTION PÔLE VM

📍 2 Rue du Haut, 80430 Beaucamps-le-Vieux, France

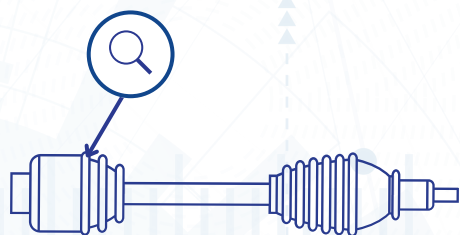
As soon as your return has been processed and checked by our reception department, you will receive a credit note showing the list of references that have been deposited and accepted.

**Attention:** If these instructions are not followed, your request cannot be processed.



## TRANSMISSIONS

- Damaged gearbox-side or wheel-side (CV joint)

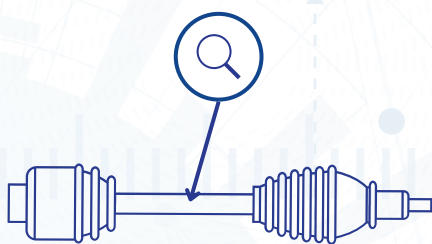


- Incomplete transmission (Missing CV joint or gearbox-side)

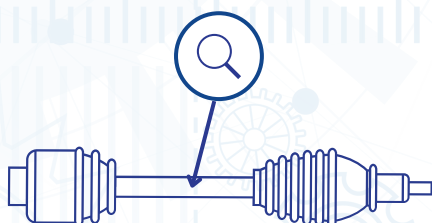


## TRANSMISSIONS (2)

### Broken intermediate shaft



### Bent intermediate shaft

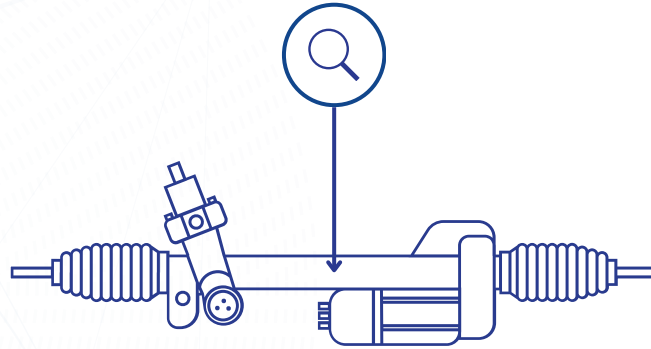


● Partial return deposit (50%)

● Return deposit denied



## STEERING RACKS



Broken rack housing or mounting

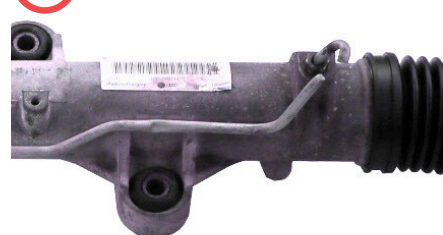
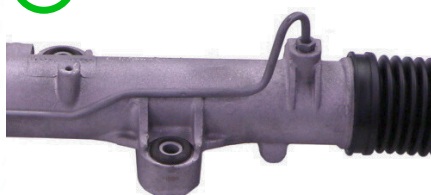


Rusty rack

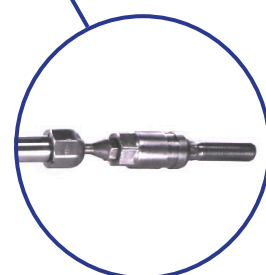
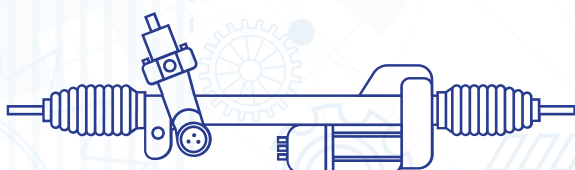


## STEERING RACKS (2)

Broken or bent pipes



Incomplete steering rack (e.g. missing tie rod)



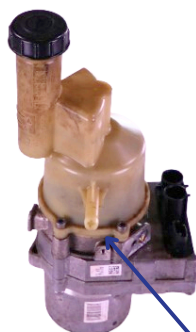
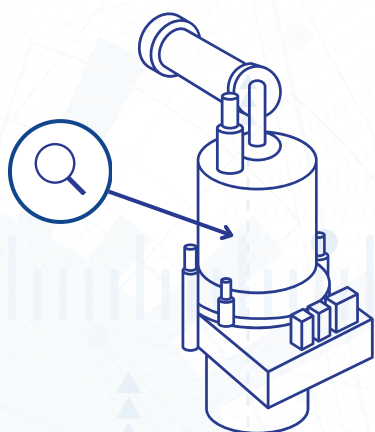
Partial return deposit (50%)

Return deposit denied

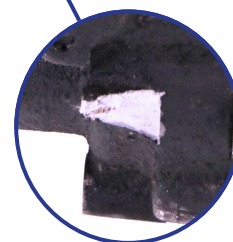
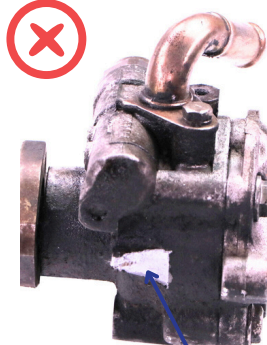
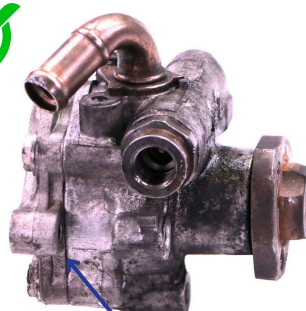
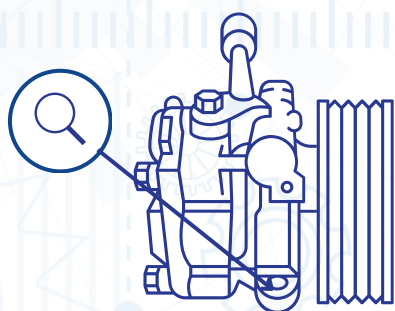


# PUMPS

● Broken reservoir



● Broken mounting

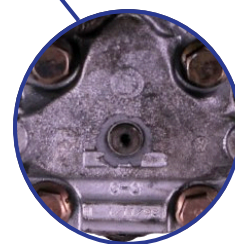
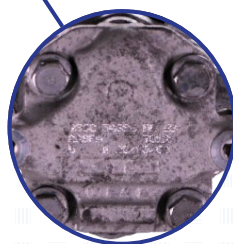
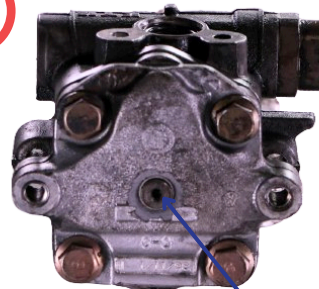
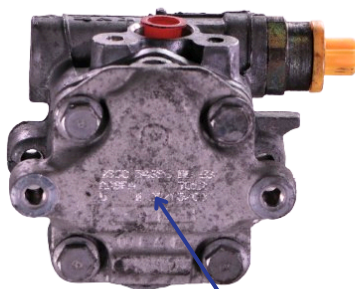
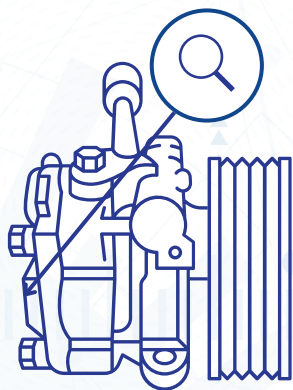


● Partial return deposit (50%)

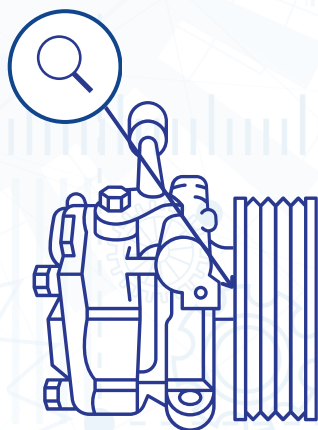
● Return deposit denied

## PUMPS (2)

● Back of the pump broken



● Broken pulley support



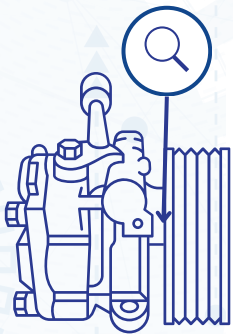
● Partial return deposit (50%)

● Return deposit denied



## PUMPS (3)

● Unmounted or broken pulley

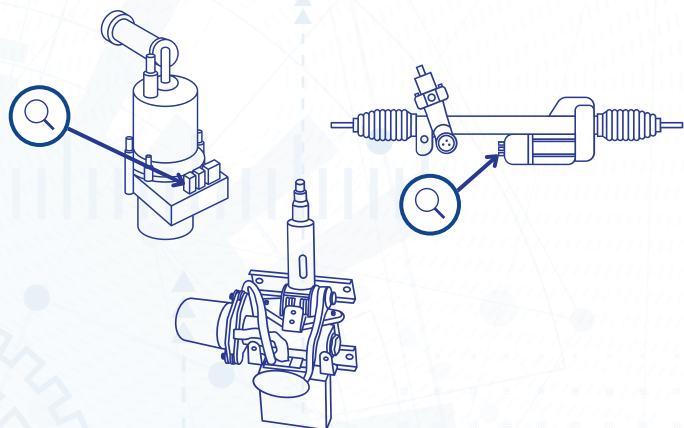


● Partial return deposit (50%)

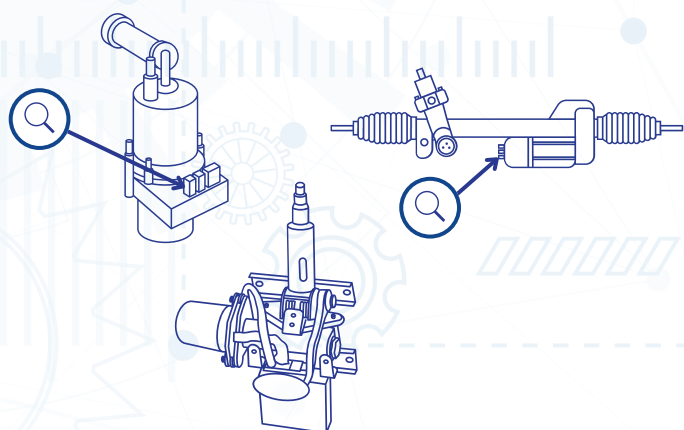
● Return deposit denied

# ELECTRIC PARTS

## Cut wires



## Broken connectors

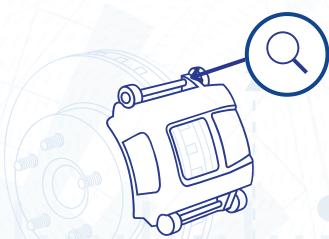


● Partial return deposit (50%)

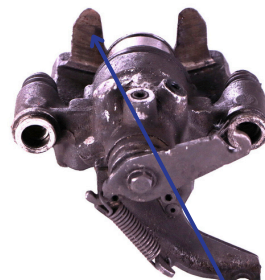
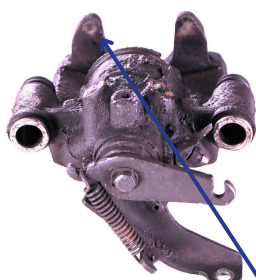
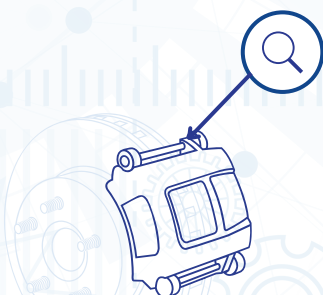
● Return deposit denied

## CALIPERS

### ● Broken mounting



### ● Worn brake pad support



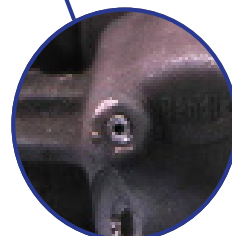
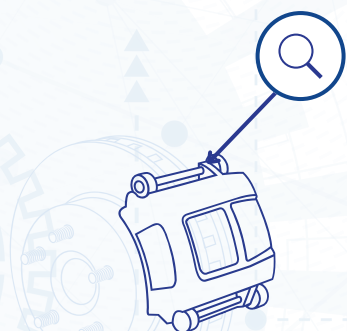
● Partial return deposit (50%)

● Return deposit denied



## CALIPERS (2)

● Broken bleed screw



● Partial return deposit (50%)

● Return deposit denied