

Returning your Warranty Claim to TGL

Warranty Period.

- Passenger Car and Light Commercial vehicles – 3 years or 30,000 miles (48,000 km), whichever occurs soonest.
- Heavy Commercial Vehicles – 3 years or 300,000 miles (480,000 km), whichever occurs soonest

Warranty Type:

No quibble – A credit will be raised for the **parts supplied by TGL only**. The ‘No Quibble’ offer only applies to cases where there are no associated costs attached to the claim.

Credits will not be given if the units show signs of:

1. Incorrect fitment
2. Wrong application
3. Driver misuse.
4. Oil contamination or evidence of use of ‘copper’ based grease.
5. Handling neglect.
6. Missing components.

Any warranty claims arriving at TGL without a fully completed Warranty Claim form and RMA number will result in the claim being ‘unprocessed’ and goods may be returned to you at your cost.

Quibble – This is when additional items are being claimed for such as labour charges. In these cases, all parts undergo functional testing and analysis at TGL or supplier test facility. If it is proven that the parts perform to specification, the claim will be rejected. If manufacturing faults are found the claim is upheld and paid accordingly.

Refunds of towing charges, storage or vehicle hire are not covered by the TGL Warranty offer.

All labour rates are checked against ICME repair times.

Any warranty claims arriving at TGL without a fully completed Warranty Claim form, associated claim documentation and RMA number will result in the claim being ‘unprocessed’ and the goods may be returned to you at your cost

Any warranty re-imburement paid is full and final settlement of the claim. TGL will not accept retrospective claims after initial settlement.

Exemptions from the TGL Warranty offer are:

- If the components have been fitted to a vehicle involved in Driver Instruction.
 - If the components have been fitted to a registered Taxi or Hackney Cab.
 - If the components have been fitted to a vehicle involved in any form of Motorsport.
 - All rejected warranty claims will be kept at TGL for 30 days after the rejection date.
- Should the customer wish to arrange collection of the goods, please contact customer services.

Warranty Returns Procedure:

1. Identify that the parts have been supplied by TGL
2. Ensure that all applicable component parts are present i.e., clutch cover, drive plate, release bearing or concentric slave cylinder
3. Complete in FULL a TGL Warranty Claim form, including the REASON for return.
4. Should there be any associated costs, attach a copy of all documentation associated with the claim to the Warranty Claim form (all invoices etc).
5. Email TGL Customer Services (tglsales@tibbettsgroup.co.uk) a fully completed Warranty Claim form and supporting documentation if applicable. The form will be checked and you will be sent a RMA reference (Return of Materials Authorisation) upon acceptance.
6. You must add the RMA number to the warranty claim form and attach a copy of the form to the physical warranty return.

Please retain this RMA reference as this will allow you to track the progress of your warranty in the future.

6. Send the package to TGL at: Tibbetts Group Ltd, Warranty Department, Beaumont Road, Banbury, OX16 1RH

Address Label overleaf

**Please return to:
Tibbetts Group Ltd
Warranty Department
Beaumont Road
Banbury
OX16 1RH**

Warranty Claim Form



Please Return to: Tibbetts Group Ltd, Warranty Department, Beaumont Road, Banbury, OX16 1RH

Please complete this claim form and email a copy to customer services (tglsales@tibbettsgroup.co.uk). Upon confirmation that all fields have been completed correctly, a RMA reference will be issued to track the claim.

One claim form to be completed for each RMA reference

Please tick this box if this is a no quibble claim (cost of parts only). Note all fields marked with * must be completed to ensure payment is made.

* RMA Reference:	Customer Claim Number:
* Customer Name:	
* Customer Address:	
	*Post/Zip Code:
* Telephone:	* Email:

Vehicle Details

* REG Number:	Engine type:
Chassis Number:	Gearbox type:
* Make:	* Date Fitted:
* Model:	* Date Removed:
* Year:	* Mileage Covered:

Details of Claim

* Quantity:	* Part Number:	Description:	Have items been fitted:	Value excluding VAT:
			Yes <input type="checkbox"/> No <input type="checkbox"/>	

Labour &/or Additional Costs Claim (only complete this section if you are claiming for these elements)

Hourly rate:	Time Taken:	Value of ancillary items:	Total Labour Claim:

Ancillary Claim

* Quantity:	* Part Number:	Description:	Total Ancillary Claim:

Copies of all invoices for labour and/or other additional costs claimed must be attached to this form otherwise the claim will be rejected. If multiple ancillary items are being claimed, a clear break down on the relevant invoice(s) must be supplied.

Total Claim

* VAT:	* Total:
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* Fault Details: (select the appropriate check box or give details of fault)

<input type="checkbox"/> Hydraulic Fluid Leak	<input type="checkbox"/> Clutch Slipping	<input type="checkbox"/> Cannot Select Gears
<input type="checkbox"/> Bearing Failure	<input type="checkbox"/> Clutch Judder	<input type="checkbox"/> Missing / Incorrect Component(s)
Other fault: (please write precise details of faults claimed - writing 'faulty' is not acceptable and will result in the claim being rejected)		

Checklist before returning to TGL

<input type="checkbox"/> Has a valid RMA number been issued and written on this form?	<input type="checkbox"/> No evidence of contamination or copperslip (or equivalent) being used
<input type="checkbox"/> Are all components for this claim being returned to TGL?	<input type="checkbox"/> The part was fitted to the correct vehicle
<input type="checkbox"/> No evidence of damage caused by accident or incorrect fitment	<input type="checkbox"/> The part must have been supplied by TGL
<input type="checkbox"/> No evidence of inappropriate use (eg, motorsport or outside the OE manufacturer's specification)	

Customer Declaration:

The information detailed above is true and correct to the best of my knowledge and represents the total claim in respect of the goods returned.

Print Name:	Position:
Signature:	Date:

Telephone: 01295 257010

Facsimile: 01295 279521

Email tglsales@tibbettsgroup.co.uk

Website: www.tibbettsgroup.co.uk