

CLAIM FORM



You just downloaded the claim form.

In order to ensure a speedy process please follow the below guidelines:

- The order is not older than 1 year
- Damage due to your own fault cannot be claimed
- Tyres in Stock cannot guarantee your claim request will be accepted and refunded
- Only a fully filled and signed claim form will be processed. Please do not forget about the DOT of the product.
- You cannot claim a product if you received a replacement product from Tyres in Stock
- The claim form has to be returned with your signature within 10 working days. Otherwise the claim case is getting closed.

If you have additional information regarding the claim e.g. photos of the damage and/or alignment reports, please include them in your claim form request.

When the products are collected by the transport company you will receive a proof of pickup receipt.

Please make sure to save this receipt, this your proof for Tyres in Stock.

Starting a claim request does not guarantee a refund. If the factory rejects your claim request, they will return the products back to you.

CLAIM FORM



Ordernumber

Customer

Company

Street

Postal code / City

Telephone number

Supplier

Company

Street

Postal code / City

Telephone number

Vehicle information

Front wheel drive

Rear wheel drive

Truck

Exceptional vehicle

Air springs

Car

Van

Construction vehicle

Caravan

Lorry

Offroad

4x4

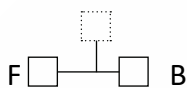
ABS

Tractor

Semi-trailer

Check

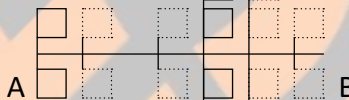
F = FRONT
B = BACK



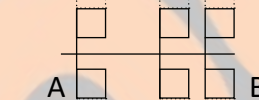
Motorcycle (with sidecar)



Car



Commercial vehicle



Trailer

Car brand

Model and type

Product information

Order date

Air pressure front

 , bar

Air pressure rear

 , bar

Mileage

Product brand

Tyresize and profile

| | |
|----|-----|
| 1. | DOT |
| 2. | DOT |
| 3. | DOT |
| 4. | DOT |

Comment / Note from supplier

Reason for claim

This form has been filled truthfully and correct. You hereby ensure that the tires have been mounted on the above-mentioned vehicle. The manufacturer is allowed to cut the product(s) in order to assert your claim. The manufacturer is allowed to recycle the product(s) after a credit note has been issued. You allow the forwarding of your personal information to the manufacturer.

City / Date

Customer signature

Supplier signature

Claims / Transport Damage to Rims

If your order was delivered defective, damaged or incomplete we ask you to consider the following procedure so that we can assist you as best as possible. Please send us the complete details to our Aftersales Team to info@tyresinstock.uk. When we received them, we will get in touch with you as soon as possible.

Required Information:

1. Order number
2. A short description of the problem
3. Pictures of the damage
4. In order to exclude and/or report transport damage we also need photos of the packaging material. In the event of transport damage, please do not destroy the packaging material, but keep it as evidence.

Do you notice slight damage to the carton on delivery? Then we ask you to check the goods for damage before you accept the shipment.

If the goods were accepted and you notice a transport damage, we ask you to report it to us within 24 hours.

Attention: We can only accept claims of wrong, incomplete and/or damaged goods (excluding transport damage) within 3 working days.

After this period we cannot accept any claims. Replacement deliveries can be invoiced until the claim procedure is completed and we cannot guarantee a positive result. In the case of a rejected claim, we will unfortunately have to charge you the return costs.

TIP: In case of returns of wrongly delivered or damaged rims, we kindly ask you to always take a photo of the package before shipping. This will help to avoid issues with transport damage during the return.

Should the mounting kit be missing from your order, we ask you also to contact us during this three-day period so that we can supply you with a replacement free of charge. Of course this only applies if the vehicle details were transmitted at the time of the order.