

## 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 OEM repair time data.

*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**