

# European Transport Solutions Limited

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Phone : +44 1491 821132

Website : [www.ets-eu.net](http://www.ets-eu.net)

e-mail : [purchases@ets-eu.net](mailto:purchases@ets-eu.net)

**E.T.S - Warranty Claim Procedure :** We at ETS wish to process your warranty claim with clarity, speed and accuracy.

To do this we require you to follow these steps – with accuracy and to the addresses provided. Failure to follow this procedure will result in disappointment and delays.

You will find our response time, and the handling of your claims and our responses will happen quickly, without fuss or delay.

Incomplete claims can and will not be processed otherwise.

1). Be clear on our warranty terms and conditions (T's & C's) as published :-  
<http://www.ets-eu.net/european-transport-solutions-products/> go to warranty T's & C's.  
Claims for items not covered in these T's & C's will not be processed.

2) Complete our "Warranty Claim Form" also available on our website and can also be supplied by .pdf in e-mails. All fields of the claim form must be completed.

It is essential these forms are completed fully with accuracy that the OEM may evaluate if it is necessary for you to return the goods for a technical appraisal.

3) Initially Submit your claim form .pdf **by e-mail only** to : [Purchases@ets-eu.net](mailto:Purchases@ets-eu.net)

4) Do not return your claim or part to St. Helens before we issue a claim reference and request you to do so.

5) All approved claims are to be well boxed, including your claim form with our warranty reference added and sent carriage paid to:-

To : European Transport Solutions Ltd  
C/O T.C.B. Group  
Unit C1, Roundwood Point. Roundwood Drive  
St Helens, WA9 5JD England.

Telephone : +44 2895 608444  
Contact : Nathan Shersby – E.T.S Freight Liaison Manager  
Nathan e-mail : [nathan@tcbfreight.com](mailto:nathan@tcbfreight.com)

Warranty Reference Number issued by ETS :-

180308-Dasp

Sender : Your Company Name.  
Contact : Your warranty contact person  
Phone : Your phone number

**ETS will provide you with a returns address label if required within 7 days of your complete claim – only if we require you to send the claimed parts back for appraisal.**

6) Technical appraisals decisions will be advised by return, your goods returned will be scrapped and not send back unless agreed otherwise.

7) Any issues or questions please address to our [purchases@ets-eu.net](mailto:purchases@ets-eu.net) e-mail.

8) Claims forwarded to Volvo, Renault, Wabco, Knorr Bremse etc., where the OEM factory deem the claim to be incorrect and levy a charge for an **obvious NON-warranty claim**, normally approximately €100.00 will be re-charged to the applicant. We will pass this cost on to you. Obvious examples experienced of such charges include : oil in air valves, dust and grit inside components, poor fitting, contamination of Ad-blue sensitive parts etc, etc...

David P. Curley - Managing Director.