



PURPOSE

Use this process when a customer wants to cancel a Fully Fitted order after retention options have been attempted.

The action you take depends on the delivery date and fitting date.

BEFORE YOU START

1 ATTEMPT RETENTION

Use the appropriate retention strategies. If the customer still wants to cancel, continue.

2 CHECK THE ORDER

Identify the delivery date, fitting date and whether the tyres have been marked as received by the garage.

★ IMPORTANT

The garage must always be advised of the cancellation request.

FOLLOW THE SCENARIO THAT MATCHES THE ORDER

1 BEFORE DELIVERY AND BEFORE FITTING



Tyres have not been delivered and the fitting date has not arrived.

ACTIONS

- 1 Cancel the order.
- 2 Attempt to stop the tyres using the Stop Tyre Process.
- 3 If the tyres cannot be stopped, raise an investigation.
- 4 Send the cancellation email to the garage.

NO COLLECTION REQUIRED

The tyres have not reached the garage, so no collection request is raised at this stage.

The garage must always be advised of the cancellation.

2 AFTER DELIVERY BUT BEFORE FITTING



Tyres have been delivered, or may have been, but the fitting appointment has not taken place.

STEP 1 - CHECK STATUS

Are the tyres marked as received by the garage?

YES - MARKED AS RECEIVED

- Cancel the order.
- Raise the required collection.
- Send the cancellation email to the garage.

NO - STEP 2: CALL GARAGE

Confirm the tyres are available for collection.

COLLECTION CONFIRMED

- Cancel the order.
- Raise the required collection.
- Send the cancellation email.

NO CONFIRMATION

- Cancel the order.
- Raise an investigation.
- Document all contact attempts.
- Send the cancellation email.

3 ON OR AFTER DELIVERY / FITTING DATE



Cancellation requested on the delivery date, on the fitting date or after the fitting date.

STEP 1 - CALL GARAGE

Advise the garage of the cancellation request and confirm whether the tyres can be collected.

COLLECTION CONFIRMED

- Cancel the order.
- Raise the required collection.
- Send the cancellation email to the garage.

TYRES NOT DELIVERED

- Cancel the order.
- Raise an investigation.
- Document the garage's confirmation.
- Send the cancellation email to the garage.

GARAGE CANNOT BE CONTACTED

DO NOT CANCEL THE ORDER.
Go to Scenario 4 - Unable to Contact the Garage (right).

4 UNABLE TO CONTACT THE GARAGE



You cannot reach the garage and the fitting date has arrived or passed.

DO NOT CANCEL THE ORDER — you must:

- Make multiple attempts to contact the garage.
- Send a side conversation email to the garage requesting confirmation that the tyres can be collected.
- Keep the customer updated.
- Advise the customer that the order will be cancelled once confirmation has been obtained.
- Continue to follow up with the garage.

STILL NO RESPONSE?

Escalate to your Team Manager. Obtain guidance and authorisation before cancelling.

★ **Do not cancel an order when the fitting date has arrived or passed unless collection availability has been confirmed or your Team Manager has provided guidance.**

IMPORTANT: Where a customer wishes to cancel due to **faulty new goods** or **incorrect tyres delivered**, refer to the **Fully Fitted Collections SOP** for the relevant process. If the fitting date has arrived or passed and the garage cannot be contacted, continue to follow **Scenario 4 - Unable to Contact the Garage** within this SOP.

QUICK DECISION GUIDE

✓ Before delivery + before fitting	Cancel > Stop tyres > Investigate
✓ After delivery + before fitting	Check status > Call garage > Cancel
⚠ On the delivery or fitting date	Call garage > Confirm > Cancel
⚠ After the fitting date	Call garage > Confirm > Cancel
✗ Garage cannot be contacted	DO NOT CANCEL > Email > Escalate

REMEMBER

YOU CAN CANCEL WHEN:

- ✓ Before delivery and before fitting.
- ✓ After delivery but before fitting.
- ✓ On or after the fitting date and the garage confirms collection.
- ✓ The garage confirms the tyres were never delivered.

DO NOT CANCEL WHEN:

- ✗ The fitting date has arrived or passed, AND
- ✗ you cannot contact the garage, AND
- ✗ you do not have confirmation that the tyres can be collected.



GOLDEN RULE

Before the fitting date, cancellation can normally proceed. On or after the fitting date, confirm with the garage before cancelling.



Always document what you have checked, who you contacted and what the garage confirmed.