



PURPOSE

This process applies to **fully fitted** orders where a collection is required, and the order is **not being cancelled**.

THIS INCLUDES

- Order amendments
- Faulty New Goods
- Incorrect Tyres Delivered

1 WHEN A COLLECTION CAN BE RAISED

A collection can be raised when one of the following conditions is met:

1 If the tyres have been marked as received by the garage.

- ✓ Tyres marked as received by the garage?
- ✓ Raise the collection

EXAMPLE

Sales Order Phase Tracking

Current Processing Phases		
Phase	Date Started	Actioned By
Tyres Received	08/07/2026 10:44	Gt Tyres

2 You have personally contacted the garage by phone or email and received confirmation that the tyres are available for collection.

DELIVERY NOT CONFIRMED

- 1 **Contact the garage to confirm whether the tyres are available for collection.**
- 2 **If confirmed by the garage:**
→ Raise the collection.
- 3 **If the garage cannot be contacted:**
→ Raise an investigation aligned with the delivery method.

2 FAULTY NEW GOODS (FNG)



- 1 Contact the garage to obtain details of the issue.
- 2 Email the garage requesting clear photos of the faulty tyres.
- 3 Raise an investigation aligned with the delivery method.
- 4 Add detailed notes explaining the issue.
- 5 Arrange replacements.



Do not delay the customer journey while waiting for a response from the garage.

If photos have been obtained, attach them to the Sales Order History.

3 INCORRECT TYRES DELIVERED

- 1 Contact the garage to obtain details of the tyres delivered.
- 2 Check the tyres against the tyres ordered.



SAME BRAND

If the tyres are the same brand as ordered but are the incorrect size or model:

→ **Raise the collection** matching the details obtained.



DIFFERENT BRAND

If a different brand has been delivered:

- **Raise an investigation** aligned with the delivery method.
- **Add detailed notes**, including incorrect tyre details.



MANDATORY – If the delivery has not been marked as received by the garage, you **MUST** first attempt to contact the garage and obtain confirmation before proceeding.