Claim procedure

Although we strive to supply you with excellent quality tyres, it can happen that a tyre has a problem/error. An inconvenience, which needs to be solved quick and efficient.

We therefore have developed a claim application on our webshop/website. Via this application you can easily register the claim.

This document explains what to do step by step.

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1. Take clear pictures

Key to a successful registration of your claim, is to upload correct photo's with the right information. Below you can find a list mandatory information which needs to be photographed:

- Serial number
- Dot
- Whole tyre
- Brand
- Size
- Reason for the claim
- Rest mm measured by measurement tool

Please make sure that the pictures are good quality and DOT etc. is readable on the pictures.

2. Log in on the website

2.1. Log in

- Go to: https://etd.nl
- You can log in by choosing the log in button on the menu *(Figure 1)*.
- You will now be direct to the login page *(Figure 2).*
- Fill in your user information:
    - Username: email address
    - Password: ####
- Once you have logged in you will be directed to your personal dashboard. You can always go back to this dashboard by clicking on 'Dashboard' *(Figure 3)*.



Figure 1

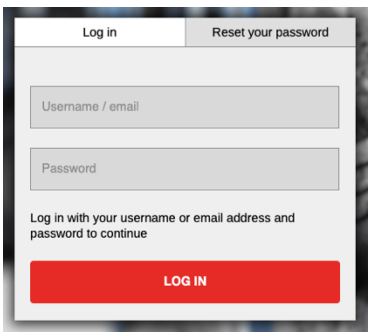


Figure 2



Figure 3

2.2. Claims

To add new claims (or see older claims) please use the tab ‘Claims’ on the menu of your personal dashboard *(Figure 4)*.

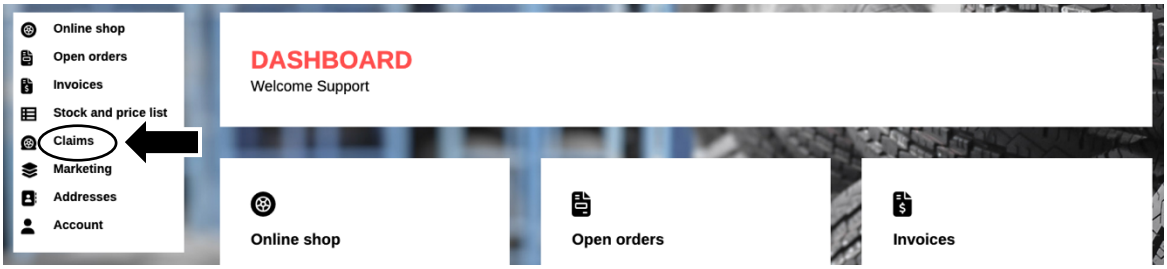


Figure 4

3. Claim procedure

This claims menu shows your current open claims and send claims *(Figure 5)*.

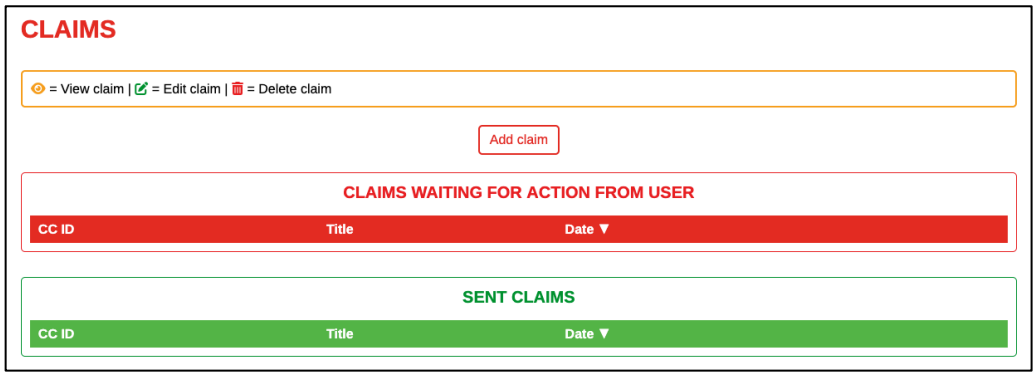


Figure 5

To start a new claim, please click on ‘Add claim’. This will send you to a new window *(Figure 6)*.

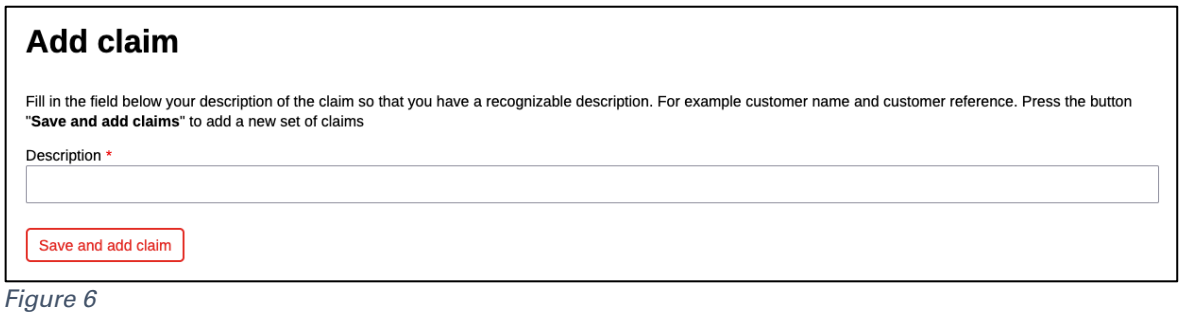


Figure 6

3.1. Name of claim *(Figure 6)*

As the first step, please give this claim a name (for instance size, pattern, problem). Then click 'Save and add claims'.

3.2. Adding claims *(Figure 7 en 8)*

Once the name has been created you can chose to add one or multiple claims. Click on the button "Add a product" *(Figure 7)* to add a claim tyre. If you want to add several claims in the same batch please click on 'Add a tyre' again once the claim for the first tyre has completed *(step 3.2. to 3.4.)*.

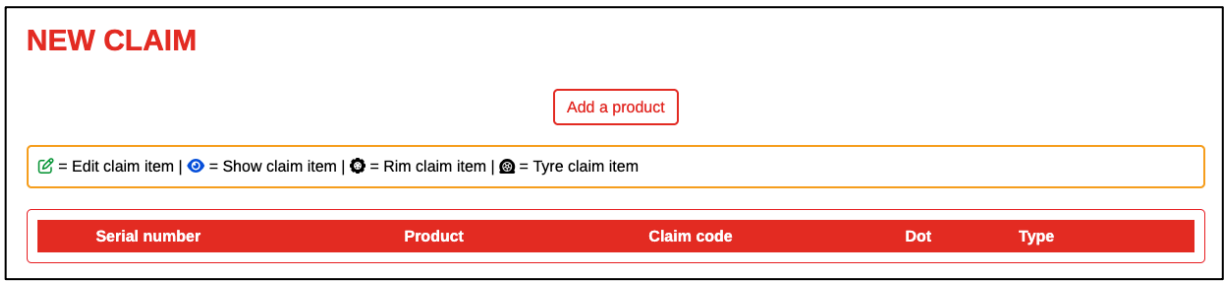


Figure 7

After pressing the 'Add a product' button, you can search for the tyre your claim concerns (see *Figure 8)*. One you have found the correct tyre, please click on 'Add to claim' *(Figure 8)*.

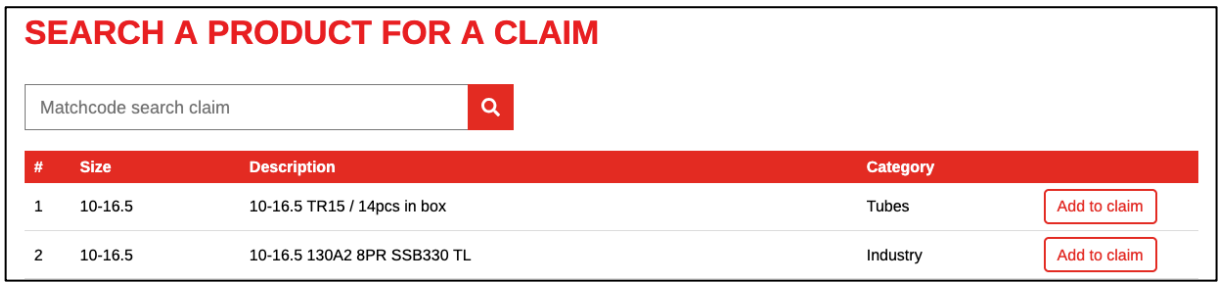


Figure 8

3.3. Adding information *(Figure 9)*

The next step is adding all information regarding the claim. Please add all information as completely as possible. One complete please click on the 'Next' button.

Serial number:	Specific number of tyre, for instance B190626298 or 10UFHEUHP2418
Dot:	Production date in week number + year, for instance 3319
Code:	Problem code
Consequential damage:	Select if there is consequential damage (indirect damage)
Profile rest mm:	Tread depth that is left
Claim problem:	Please describe the problem of the tyre

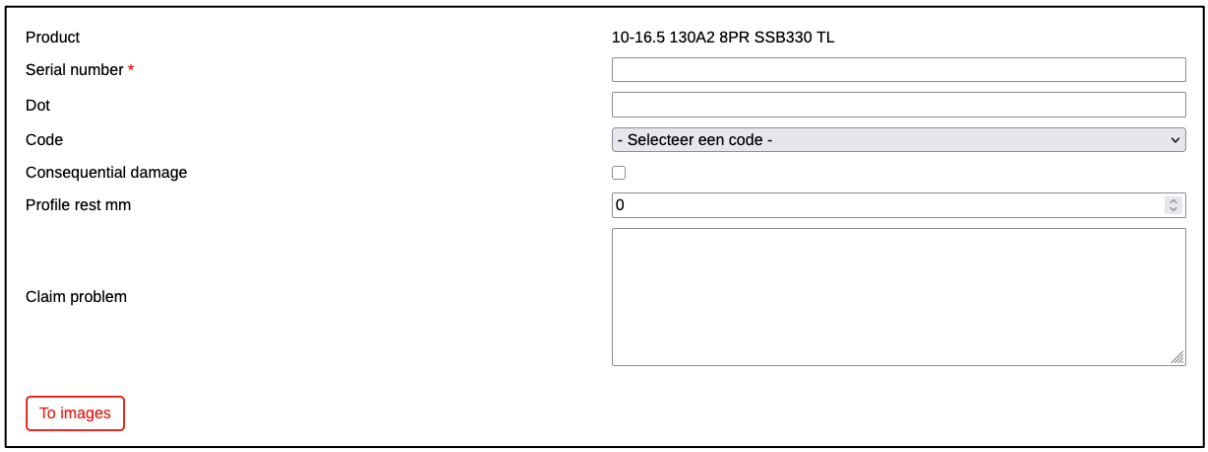


Figure 9

3.4. Images *(Figure 10)*

After adding the information on the claim you can upload the pictures you have made. Click on ‘Choose files’ and select the correct images.

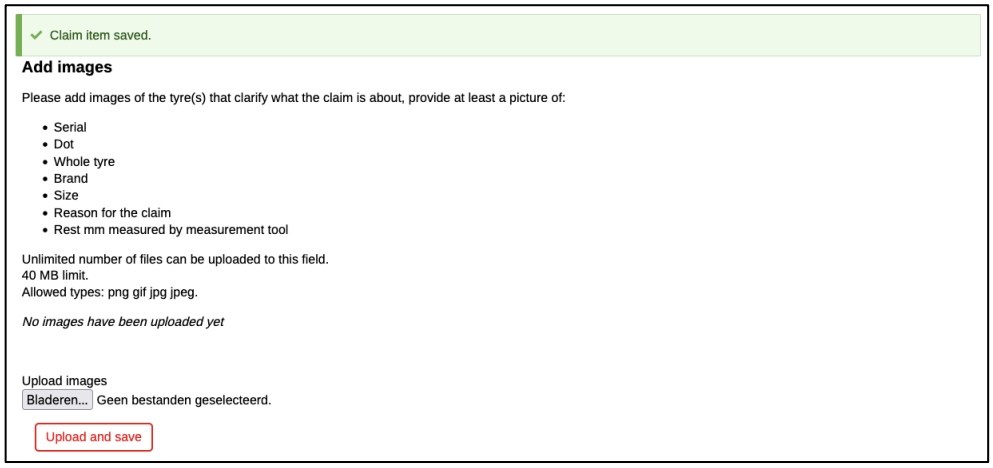


Figure 10

Once the correct images have been selected please click on ‘Upload and save’.

3.5. Completing your claim *(Figure 11)*

Completing the claim immediately
As mentioned before, if you would like to add multiple tyres in one claim, you can choose 'Add a product' once more and repeat the abovementioned steps.
Once you have entered all the claims you can complete the process by clicking on 'Send this claim to administration'. ETD will then check your claims and get back to you once progressed.

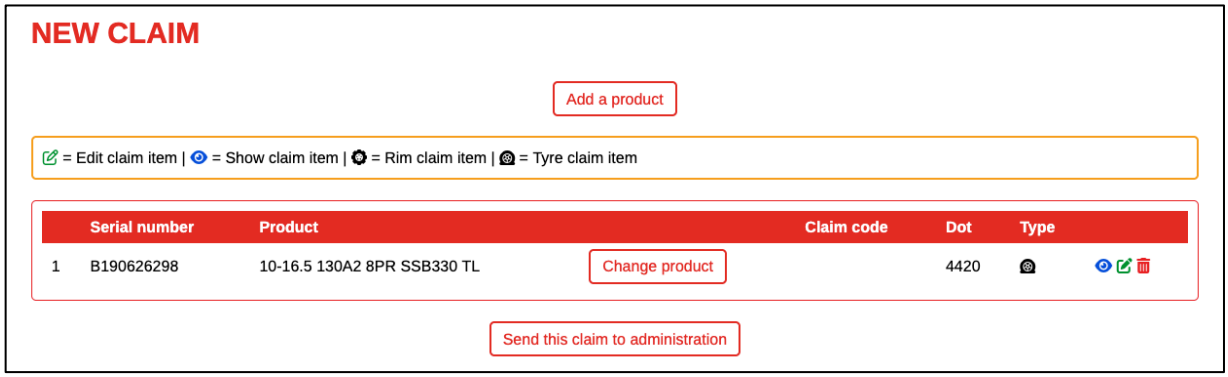


Figure 11

Completing the claim later
If you would like to wait and not send the claims to us directly for processing you can log out and finish the claim at a later point. In this case your open claim will be saved and you can find this again on your claims dashboard. This claim will then be shown under 'claims waiting for action from user' *(Figure 12)*. You can reopen the claim and make changes or additions at any time. Just click on the claim you would like to review and you will be redirected to your open claim *(Figure 11)*.

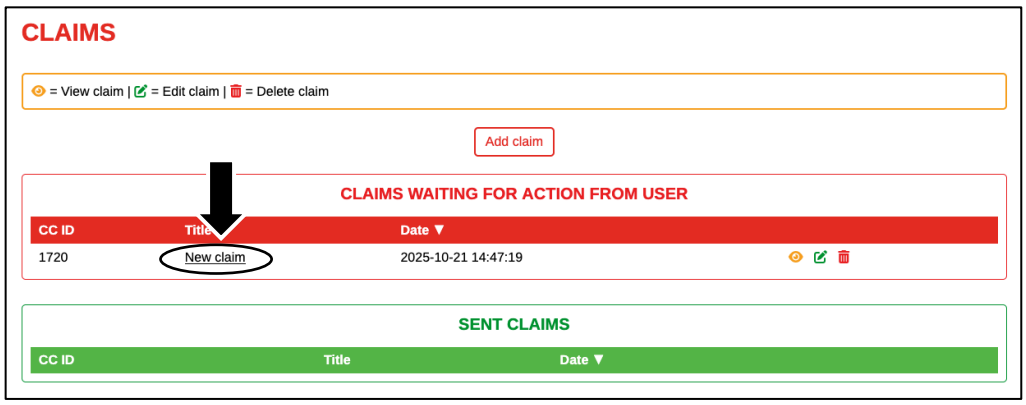


Figure 12

We hope this information will help you submit your claims successfully. If anything remains unclear and you need our help please do not hesitate and contact us at sales@etd.nl.