tyresoft

TYRESOFT RMA

Tyre claims without email chains, phone calls or lost photos.

Claims software for tyre wholesalers, online shops and workshops. The customer fills in the form, and you handle the claim from verification and courier collection to the decision and settlement.

7 steps
in the customer form

14 days
deadline on every claim

12
statuses with a ready message



IF YOU READ ONLY ONE SLIDE, MAKE IT THIS ONE

TyreSoft RMA keeps every tyre claim in one place: the customer provides the invoice, DOT, photos and collection address, you change the status, and the customer gets a message right away. The 14-day deadline counts itself.

7-step customer form

14-day deadline on every claim

Email or SMS with every status

Sound familiar?

Monday, 9:10. An email: “the tyre cracked, what now?”

No invoice number, no size, no DOT, just two blurry photos. The back-and-forth begins: please send the invoice, a photo of the sidewall, the collection address.

A week later nobody remembers who replied to the customer last, and the manufacturer asks for all the photos in one place.

The claim itself isn’t hard. Getting everything into one place is.



9:10 → 9:40

Deadline

A deadline on every claim, not in someone’s calendar.

Customers expect an answer to their claim within a set time, and consumer law in many countries sets a deadline too. A late answer means an unhappy customer, and sometimes a claim you have to accept.

With dozens of claims in a season, a deadline in one person’s calendar isn’t enough. It has to be visible on every claim, for the whole team.

DEADLINE IN A CALENDAR

?

you can’t see which claims are due

DEADLINE IN TYRESOFT RMA

14 days

counted from submission, overdue claims flagged

Sort the claims list by deadline and pin urgent claims to the top.

Inbox vs. system

An inbox only remembers what someone managed to read.

	EMAIL AND PHONE	TYRESOFT RMA
1 **Claim**	email, phone, marketplace message	**7-step form with required fields**
2 **Tyre data**	“the winter one, 17 inch”	**brand, model, size, indices, DOT, position, tread, mileage**
3 **Photos**	in different people’s inboxes	**on the claim and on Google Drive, ready for the manufacturer**
4 **Deadline**	someone has to remember	**14 days counted automatically, overdue claims flagged**
5 **Customer contact**	everyone writes their own way	**a message template for every status**

How it works

Five steps from submission to a closed claim.

1

Claim

the customer fills in the form

Form

2

Verification

data, photos and notes

Status

3

Collection

courier to the address in the form

Status

4

Decision

credit as % or amount

Message

5

Settlement

replacement, refund, return or disposal

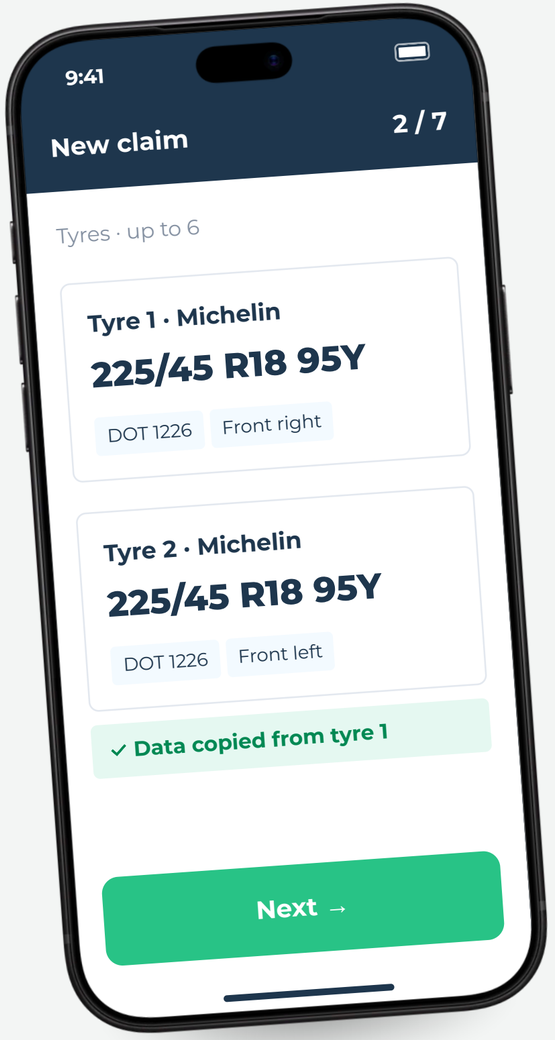
History

With every status change you can send the customer a templated message right away. Everything is saved in the claim history.

Customer form

The customer fills in the form. Important fields can’t be skipped.

- Seven short steps: purchase, tyres, product and vehicle, description, attachments, settlement, contact and collection.
- Invoice number, brand, model, size and reason are required — the form won’t continue without them.
- Up to 6 tyres in one claim. Copy the data to the next tyre with one click.
- Hints next to the fields: where to find the DOT and how to pack the tyres for collection.

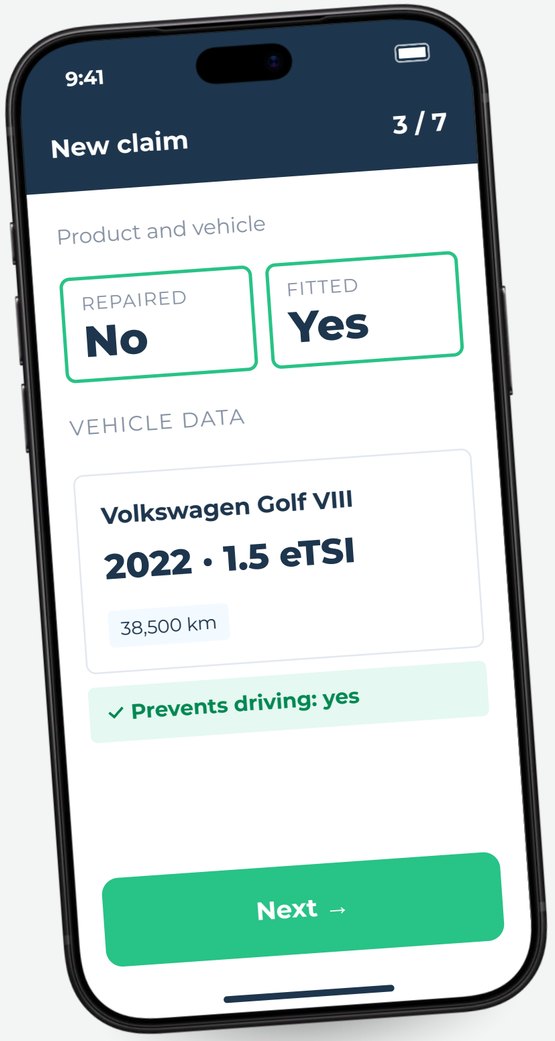


TyreSoft RMA visualisation · sample data

What the manufacturer will ask for

Every tyre with DOT, position, tread and mileage.

- 12 claim reasons, from a sidewall crack to the vehicle pulling to one side.
- Fitting position: left or right, front or rear.
- Questions about repair and fitting, plus vehicle data: make and model, year, engine, mileage.
- Guiding questions for the description: does it prevent driving, is there visible damage, when did it start.

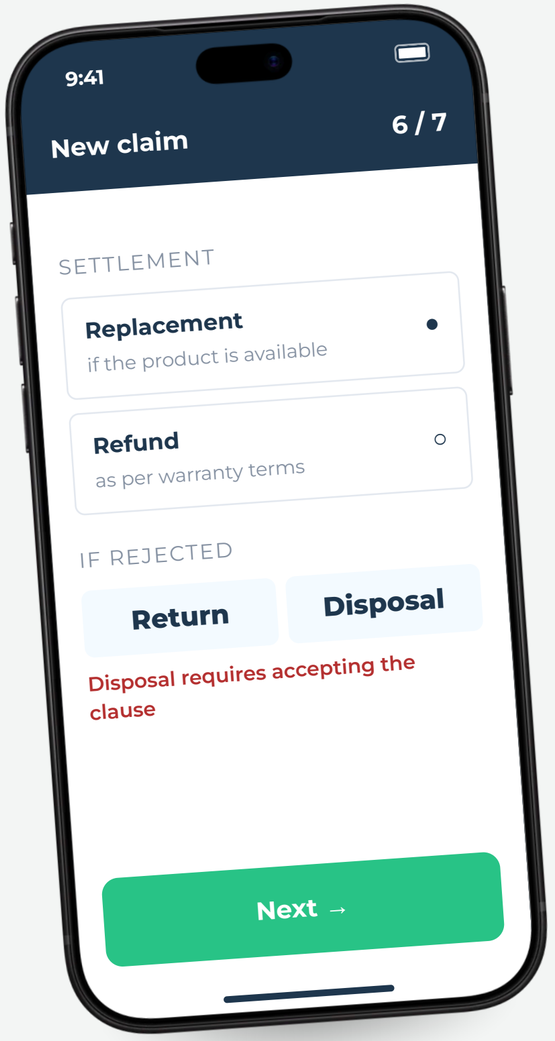


TyreSoft RMA visualisation · sample data

Settlement from the start

The customer chooses the settlement and what happens to a rejected tyre.

- Replacement or refund. For a refund the form asks for a bank account, which your team then sees on the claim.
- If the claim is rejected: return the tyres or dispose of them.
- Disposal requires accepting a clause, worded by you.
- Attachments up to 15 MB: JPG and PNG photos and PDF documents.

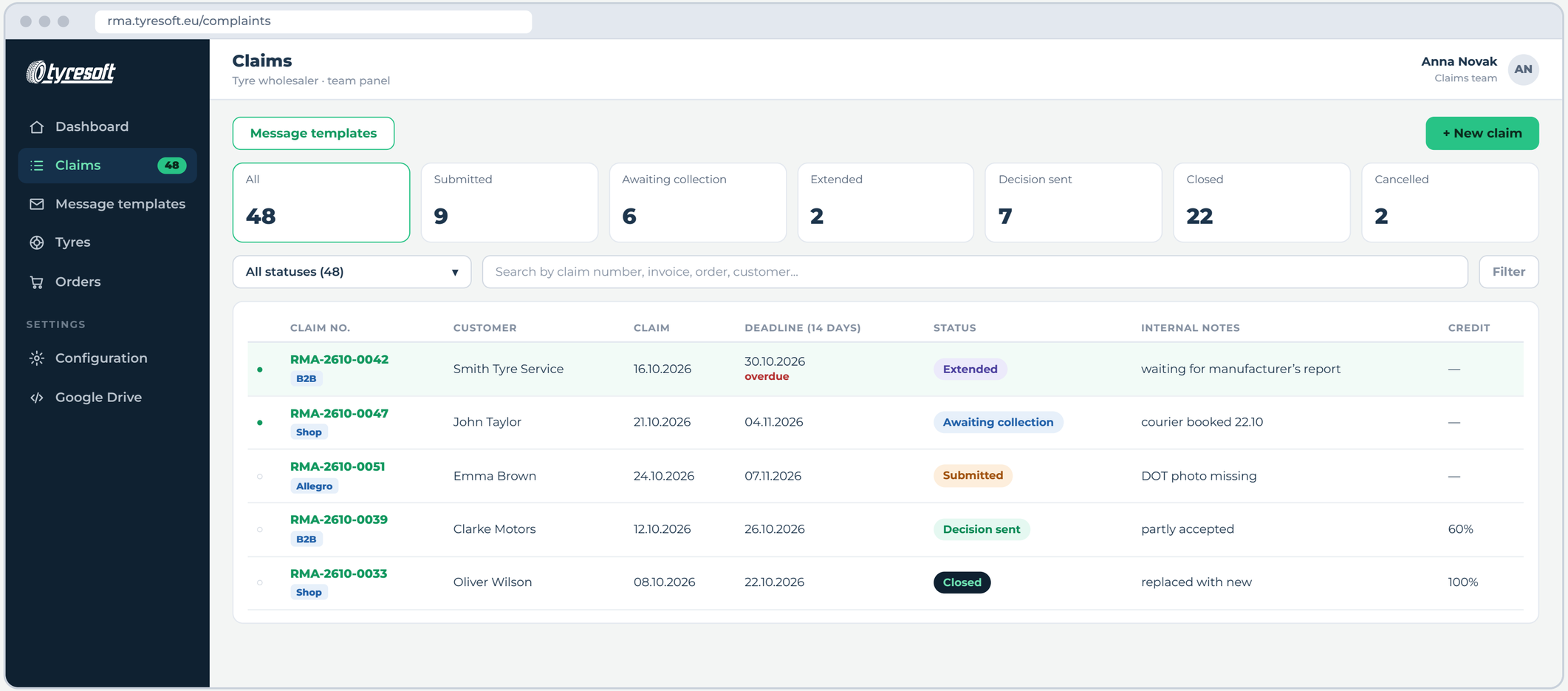


TyreSoft RMA visualisation · sample data

Claims list

All claims and deadlines on one screen.

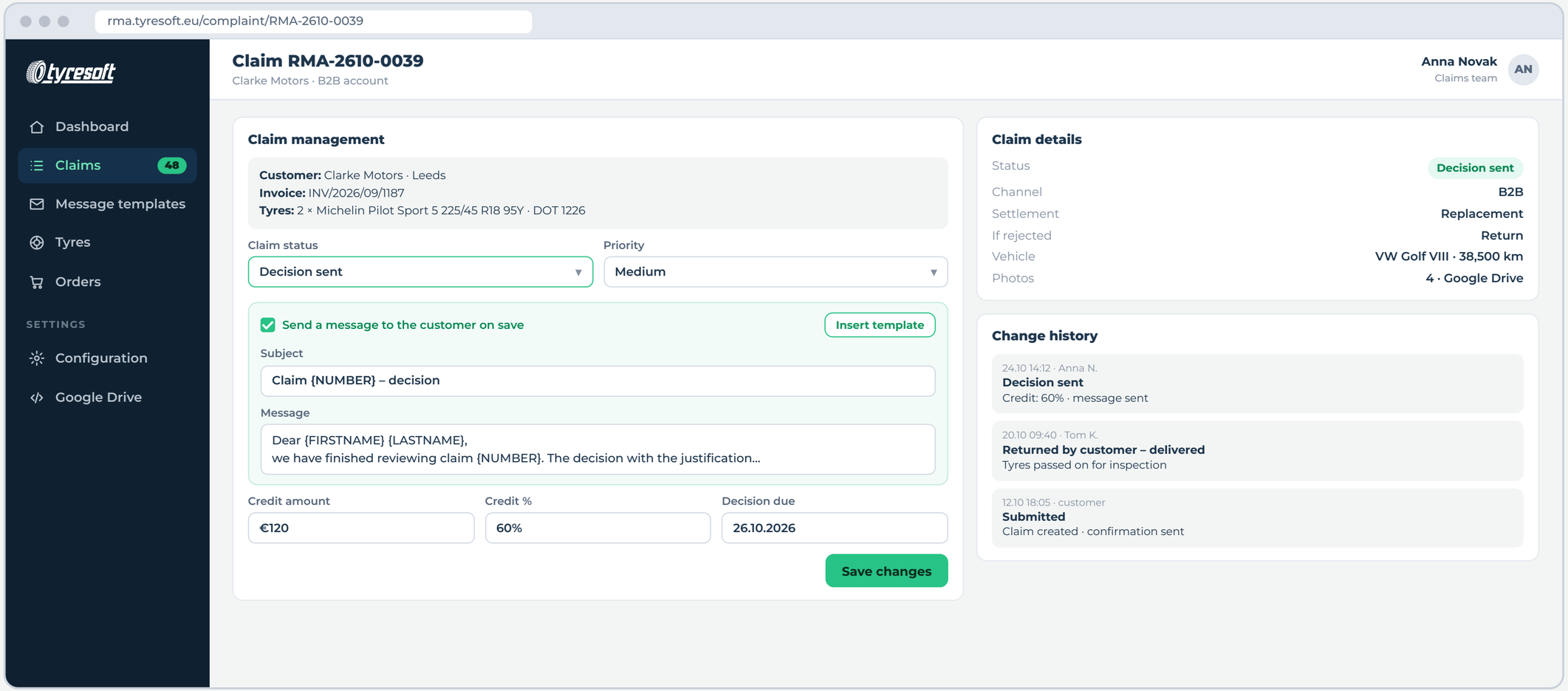
Status tiles, search, pinned urgent claims and internal notes right on the list.



Claim card

Data, decision and customer message on one card.

Change the status, insert a message template and enter the credit. Claim details and the change history sit alongside.



Email and SMS messages

Every status has a ready message. Send an email or SMS with one click.

- 12 templates: from accepting the claim and courier collection to the decision and closing.
- An SMS reaches the customer right away, even if they don’t check their inbox. In Katowice the system has already sent 336 text messages.
- Placeholders for the claim number, name, status and deadline fill in automatically, and right after submitting the customer gets an email with the claim number.
- Every message sent is saved on the claim: you can see who wrote to the customer and when.



TyreSoft RMA visualisation · sample data

Statuses

12 statuses that match how tyre claims really work.

Submitted – awaiting verification
new claim from the form

Awaiting form completion
customer data missing

Awaiting collection
courier collects the tyres

Returned by customer – delivered
tyres are with you, under inspection

Review time extended
an extra expert report is needed

Marketplace discussion
conversation in the order thread

Email discussion
questions to the customer by email

Decision sent
decision with justification sent

Awaiting payment
rejected claim, return shipping cost

Tyres collected by customer
tyres are back with the customer

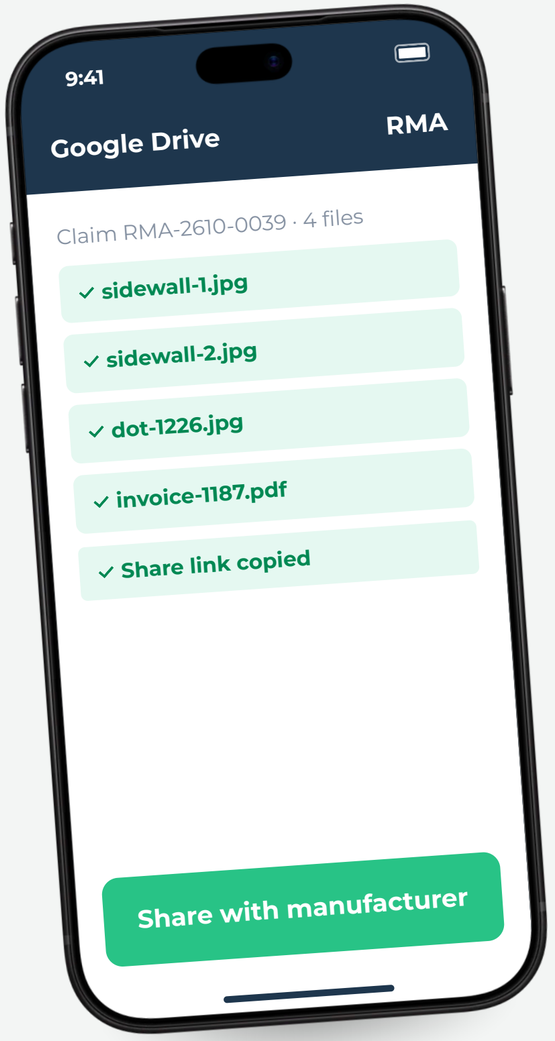
Claim closed
case closed

Claim cancelled
claim withdrawn

Photos on Google Drive

Photos from every claim go to Google Drive.

- Attachments from the form are saved to your Google Drive automatically.
- Send the manufacturer or an assessor a link instead of attaching photos to an email.
- All claim photos are in one place, not in different people’s inboxes.
- The photos are also available on the claim in the panel.



TyreSoft RMA visualisation · sample data

PROVEN IN PRACTICE

949 tyre claims in 12 months, in one panel.

A tyre company in Katowice, Poland, has handled its customers' claims in TyreSoft RMA since October 2025.

949
tyre claims in 12 months

155
customer accounts submitting claims

6,082
photos, 6.6 per claim on average

5,761
files in 858 folders on Google Drive

2,772
status changes saved in the history

232
claims in the peak month (Sept 2026)

Aggregated, anonymised data.

Platform

Three parts, one system.

Team panel

rma.tyresoft.eu: claims list, claim card, statuses, decisions, message templates and change history.

Customer form

A link you send to customers, or their B2B account. Customers submit the claim themselves in 7 steps.

Integrations

Google Drive for photos, email or SMS to the customer on status changes, and the TyreSoft platform with B2B customer accounts.

Who it’s for

For everyone who sells tyres and handles claims.

Tyre wholesalers

Claims from workshops and shops in one panel, with complete data for the manufacturer.

Online shops and marketplaces

Consumer deadlines, templated messages and marketplace discussions under control.

Workshops and tyre centre chains

Claims for tyres fitted in your workshop, with vehicle data, position and mileage.

How to start

Set it up once. Then send customers the link.

1. **Free consultation**
   we'll show TyreSoft RMA on your own claims
2. **Configuration**
   statuses, message templates, disposal clause, users and Google Drive
3. **Link to the form**
   send it to customers, add it to your website and B2B accounts
4. **First claims**
   everything in one panel, with deadlines and history

ACCESS BY INVITATION

Let’s talk about your claims.

Free consultation: we’ll show TyreSoft RMA on your own claims, with no obligation. Tell us how many tyre claims you handle in a season and which channels they come from.

Free consultation

EMAIL
biuro@tyresoft.eu

PHONE
+48 12 357 68 78

CONTACT
www.tyresoft.eu/en/contact.html

PANEL
rma.tyresoft.eu

PS The “tyre cracked” email will still arrive. You’ll answer with a link to the form instead of five questions.