



# Consumer warranty claim form

## Here is what to do

Please fill out this form completely with a precise description of the problem and email it to **info@ridetsg.com**. Add a **copy of your invoice** and **photos of the product and the defect**, otherwise we cannot determine if it is a warranty.

### CONTACT DETAILS

Your name .....

Shipping address .....

City ..... Zip .....

Country .....

Phone .....

E-mail .....

### PROOF OF PURCHASE

Shop Name .....

Country .....

Type of shop  Online shop  Local shop

Date of purchase .....

### PRODUCT INFORMATION

Category  Helmet  Protector  Goggle  Apparel


Article name .....

Article colour .....

Article size .....

Manufacturing date .....

(find it on the product label)

Production run  A01  B02  C03 Find sticker   on label

### DESCRIPTION OF DEFECT

**DATE** .....

Once we receive your request, we will contact you within 5 business days to confirm that your TSG product is covered under warranty or otherwise to provide you other repair/replacement options. TSG will replace a defective product with either a new product or repair it at its sole discretion. Obsolete or discontinued products that are defective and under warranty will be replaced with the same product, if available. Otherwise, it will be replaced with a product of equivalent or better functionality.



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## EXAMPLE OF HELMET MANUFACTURING DATE

Brand/Marca/Marque/Marke: **TSG**  
Model/Modelo/Modèle/Model: **75050 Superlight**  
Manufactured/Fabricado/Produit le/Hergestellt: **03/2017**  
According/De conformidad con/Respectant/Entsprechend: **NF EN 1078+A1: 02 2013**  
Weight/Peso/Poids/Gewicht: **300g**  
Size/Talla/Taille/Grösse: **S/M 54-56cm**  
Tested by/Probado por/Testé par/Getestet von:  
**Critt Sport Loisirs, Zone du Sanital, Chatellerault, France, no 0501**  
Made in China by/Hecho en/Fabriqué en Chine par/Hergestellt in China durch:  
**Ningbo Tianqi Tech Co.,Ltd**  
Imported by/Importado por/Importé par/importiert von:  
**TSG International AG EU Warehouse, Scheibenstrasse 3, 6923 Lauterach, Austria**



## EXAMPLE OF PROTECTOR MANUFACTURING DATE AND PRODUCTION RUN



**KNEEGUARD TAHOE A**  
#7101211



Standard: Bike protocol PPETS0002 based on  
**EN 1621-1:2012 Level 1**  
N.B. # 0120  
CATEGORY: Knee



**CARE INSTRUCTIONS:**



**MANUFACTURED: 07/2017**

**EXPIRES: 07/2022**

**MADE IN CHINA BY**  
Enchess Intl. Co. Ltd.

**TSG INTERNATIONAL AG**  
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CH-8057 Zurich  
Switzerland