4th February 2025

Dear Customer

Important announcement regarding INEOS Grenadier.

We have represented INEOS Grenadier as an Agent in Shropshire since the 10th May 2022 and it is with regret that that our agreement with INEOS automotive has now been terminated.

INEOS automotive have decided to redefine their UK operation, and Shropshire and JT Hughes does not align with their Business strategy and their vision for the future.

Therefore, with immediate effect we will no longer be representing INEOS Grenadier and we will be unable to facilitate the sale of any new vehicle.

We will no longer be an authorised repairer for INEOS but we are happy to continue to support our customers with any general maintenance and servicing. However, it is with regret that we will no longer be able to facilitate any Warranty repairs and these will have to be carried out by an authorised agent, and INEOS automotive will be advising you of your closest and most convenient Agent in due course.

Our role as an INEOS Grenadier agent will conclude on 31st March 2025, and It is disappointing for us that we will not be a part of the Grenadier journey going forward, although we would like to extend our best wishes to INEOS Automotive Limited for their continued success in the future.

Because of the complex nature with warranty work it is with regret and with immediate effect that we cannot facilitate any further warranty work as our operation has to be legally concluded within a set time frame, and INEOS automotive will be communicating with you directly where these repairs can take place.

If you have your vehicle already scheduled for a warranty repair you will be contacted individually to be advised on the completion of this work.

It only leaves for me to say Thank you for supporting us and the Grenadier agency, and if you have any questions regarding this announcement or require any assistance or advise, please contact our team in Telford where they will be more than happy to help.

Yours Sincerely

Paul Tench
Group Managing Director