

OUR CUSTOMER PROMISE

The Part You Need, When You Need It!

Our stock holding covers 95% of our available range, with over 9,500 product lines readily available at our distribution centres to ensure fast and accurate delivery whenever you need it.

Thanks to our leading logistics solutions, we are able to fulfil UK orders next day if ordered before 5:30pm, as well as having industry leading dispatch times for export orders from both our Nottingham and Poland facilities.

Should something go wrong along the way, we'll keep you up to date - so you know when to expect your delivery, and if we don't have the part you need in stock we'll advise you when we can get one to you, or our technical team will support you in finding an alternative.

Online Warranty & Returns Service

We all know that returns happen and here at SMP Europe we are excited to offer an online returns system that is available 24/7.

If your customer cancels the order on you SMP Europe will take the part back with no handling charge as long as it is claimed online within 30 days of receiving the order.

SMP Europe's quality and reliability is excellent, but should you have a warranty claim, we will collect the part free of charge and process it as soon as possible.

With SMP Europe's online returns portal you can easily follow the status of your claim, and we will email updates at each stage of the process.

Expertise on Hand

Whether you have a generic query, or something more specific, we have experts across our customer services, technical and finance departments on hand to support you when needed.

Along with your dedicated sales advisor, our team at our Nottingham HQ are always available to offer the solution to your problem.

Our dedicated customer services team specialise in ordering and logistics, to ensure you get what you need, when you need it, and should you have a more part specific request, our team of expert product managers are available to speak to directly - giving you access to the tools and knowledge you need fast and free.

Driving you Forwards

We know the industry is changing, and we are making sure that we are staying ahead of the game to support your business to be ready.

Our product development teams are always researching the market to introduce new and improved products and solutions, providing better value and service for you, and your customers.

Our marketing team are also on hand to support you with direct marketing support whenever you need it - giving you the peace of mind that you have what you need to be more visible and connected to your customers.

OUR BRANDS

SMP Europe are committed to providing the solution for your needs, with a vast portfolio available across a number of well known automotive brands.

We've learnt over 50 years how varied and specific our customer's needs are, which is why we have developed a diverse brand programme, renowned for quality, reliability and value at all levels of the aftermarket. As well as our main three brands listed below, we have a range of in-house lines available, including FuelParts., HighVolt and Kerr Nelson.



Trusted for over 50 years, Intermotor has an unrivalled reputation for performance, quality and range. Combining unmatched experience with the latest technologies in engineering and manufacturing means that Intermotor products outperform aftermarket alternatives time and time again.

The Intermotor range is constantly innovating and expanding to ensure it keeps pace with the demands and trends of the industry. You can rely on Intermotor to be ahead of the curve and ready with the components you need, when you need them.



One of the fastest growing Aftermarket brands, Lemark offers value without compromising on quality. Lemark boxes contain the very best products available in the market. Utilising the latest, and best, available technologies and processes you can rely on Lemark products to perform to the highest standards over a long service life.

Lemark's catalogue is regularly updated to provide and OE matching solution at an affordable price point. Lemark offers a full Engine Management programme, from sensors to EGR valves, to provide a complete solution in a single recognisable box.



One of the most well known, and historic, aftermarket brands, Lucas offers value whilst maintaining the highest quality standards with products that always meet, and often exceed OE performance.

SMP Europe provides Engine Management and Ignition solutions to the aftermarket in the famous green box, recognisable around the world and renowned for quality and performance.



WHY SMP EUROPE?

PROUD TO DRIVE THE AUTOMOTIVE AFTERMARKET

ENGINEERING SPECIALISTS

Our Engineering Centre of Excellence, based at our Nottingham HQ is at the forefront of the industry. Composed of experts across a number of specialist fields, our team leads the aftermarket in product development. Working from a combination of VIO data, Vehicle testing and existing OE component exploration, our engineers utilise the latest technologies (including CAD, 3D Scanning and 3D printing) to develop prototypes faster than previously possible. Once a product has reached the prototype phase, it follows an extensive test and development programme until it reaches the high standards we require to release it to the market as a final product.

Investment into the latest 3D scanning and printing technologies, combined with on vehicle inspection, reverse engineering and testing of existing components has rapidly sped up our research and design processes.

By utilizing state of the art machinery we are able to bring a digital concept to working prototype very quickly, allowing us to test and make developments faster. This means SMP Europe has industry leading concept to validation times without compromising on the quality and performance of a product.



All manufactured products must go through our extensive quality validation processes before being signed off for production release. This includes testing on bespoke equipment, designed, built and maintained by SMP Europe. The conditions and variables are bespoke to the product requirements, but a typical process includes; Thermal Shock, Durability, Vibration and Electronic function testing. Further tests such as salt mist, impact and pressure seal testing are administered where appropriate also. A 'no fault forward' approach is taken, where product failure means it returns for further research and development.

All manufactured products also go through end of line testing on further bespoke equipment, Air Mass Meters and EGR Valves are given a unique pass certificate for peace of mind.



ABOUT SMP EUROPE

A Family Owned Business

Established in 1968 as Intermotor, SMP Europe has flourished in a fast paced and rapidly evolving aftermarket through investment in Engineering and Manufacturing, with a strong focus on the technology of tomorrow.

Strategic expansion of our product portfolio has enabled us to grow into a global leader in Engine Management and Ignition.

Significant investment in recent years has consolidated our position as a technical expert in the design and manufacturing of high quality aftermarket alternatives to OE.

Nottingham Headquarters

Based in Annesley, just off the M1, this facility houses our Engineering Centre of Excellence along with our Sales, Product Management, Marketing, Customer Services, Finance and Quality Assurance departments.

It also houses our validation laboratory, featuring a suite of technologically advanced equipment for testing and evaluation.

The facility has a modern, 1670m2 warehouse and distribution centre, enabling next day delivery to UK customers.

Future of SMP Europe

Always preparing for the future, to ensure that we can continue to support a thriving industry for many years to come, we have already begun developments into future technologies including Hybrid and EV.

In 2021 we opened a specialist garage facility at our Nottingham HQ, to enable our engineers to look deeper into Electric Vehicle components and identify components that can readily be adapted and improved for aftermarket repairs. Following our high calibre research and design processes, we have the capability to quickly introduce these parts to range when ready.

Poland Site Info

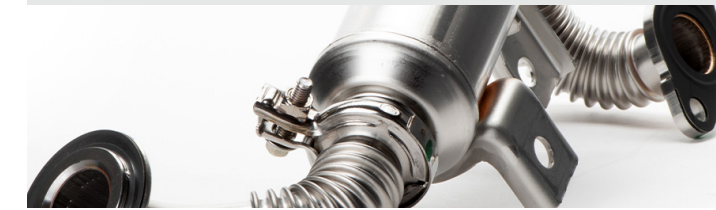
Opened in 2018, our new additional manufacturing facility in Torun, Poland has a production area of 1642m2. This has allowed us to expand our capacity to meet ever growing demand.

Torun is an ideal location to service European customers quicker, enabling accelerated expansion across the continent and faster distribution to our export customers.

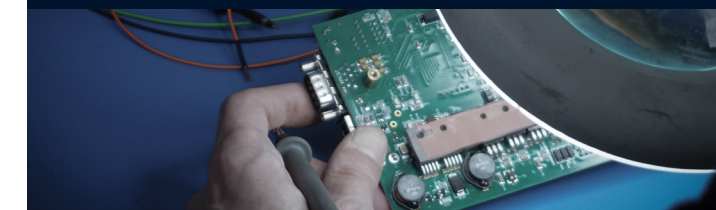
The relocation of some manufacturing capabilities from the UK to Poland, has allowed us to expand our technical research centre based in Nottingham.

RANGE STATISTICS

9,500+ product lines stocked



In-house developed electronics



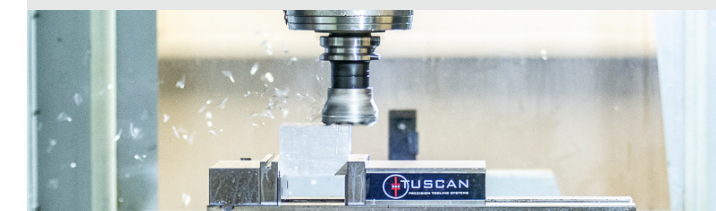
UK & EU distribution



Tested to **meet or exceed** O.E. specification at our in-house, bespoke test facility.



Over 50 Years engineering and manufacturing experience and expertise



Catalogued on 3rd party systems such as **TechDoc and Autocat+**



New to range updates **4 times per annum**



Extensive coverage for **all** makes and models

