

# AUTO GLASS NOW<sup>®</sup> WARRANTY INFORMATION

## Post Installation Instructions

After installation, do not wash your car for forty-eight (48) hours and leave windows cracked open to relieve air pressure.

Some vehicles that have ADAS (Advanced Driver Assistance System) may require recalibration by the dealer after windshield replacement. Recalibration is now offered at select AutoGlassNow locations for a fee. Also, vehicles with anti-pinch feature may require a reset by the dealer for which the Customer is solely responsible.

## Chip Repair

The windshield chip repair process is not designed to make the damage disappear; it is only to attempt to stop the damage from spreading. However, there is a possibility that the damage may spread. Any amount already paid will be applied toward the total replacement cost of a new windshield by AutoGlassNow<sup>®</sup>.

## Lifetime Warranty

All our automotive glass is warranted against defects in material and workmanship for as long as you own the vehicle in which the glass was installed. All such defects must be brought to the attention of AutoGlassNow<sup>®</sup> immediately upon the discovery of the defect. Truck sliding back glass is warranted against defects in material and workmanship for one year from the date of installation, per the invoice. The original receipt is required to be presented at time of warranty claims.

In the event damages occur to your vehicle during installation, AutoGlassNow<sup>®</sup> reserves the right to choose its preferred repair facility to estimate and complete repairs, if at fault.

To exercise your rights under this warranty, you **must** either call our customer service line at 800-300-8884 or the AutoGlassNow<sup>®</sup> store where work was originally performed. Mobile service is not available on warranty repair.

## Warranty Exclusions

This warranty does not cover damage to glass due to vandalism, theft, accident or negligent conduct, acts of God and/or rock chip/s, or any other damage not involving defective workmanship or materials. Under no circumstance shall AutoGlassNow<sup>®</sup> be liable for incidental or consequential damage.

AutoGlassNow<sup>®</sup> is not responsible for damage to aftermarket products that may be installed on your vehicle (i.e. Remote starters, alarms, radios, TV antennas, or tint)

This warranty does not cover leaks, stress cracks, or related pre-existing damage in connection with installations to vehicles having damage or rust on the pinch weld. AutoGlassNow<sup>®</sup> will use commercially reasonable efforts, where possible, to advise you of the existence of such damage or rust prior to removal of existing glass. Sometimes rust is not noticeable upon initial inspection; AutoGlassNow<sup>®</sup> will inform you immediately upon discovery.

Broken side windows, back glasses, and vent glass may cause small glass particles or debris to fall and lodge into the regulator, trunk, motor or door latching mechanism. This can happen during the time of breakage, while driving after breakage, during removal and installation and while driving after successful installation. AutoGlassNow<sup>®</sup> is not responsible for this consequential damage. A door, trunk or hatch latch specialist may be required at customer's expense.

Warranty is NULL and VOID if repairs or replacement are completed by another repair facility without notification to, and prior authorization from, AutoGlassNow<sup>®</sup>.

This Limited Warranty does not cover used glass, customer's own glass and labor only jobs.

We use only industry approved retention tape and are not responsible for any paint peeling.

Windshield removal process involves working in the area near the cowl and dash. Due to the age and condition of your vehicle and/or the amount of heat and sun damage to those areas, windshield removal may result in your dash or cowl cracking/breaking. Such pre-existing damage is not always visible prior to removal of your windshield. AutoGlassNow<sup>®</sup> is not responsible for this damage if it occurs.

## General

AutoGlassNow<sup>®</sup> reserves the right to have different discounts to different customers' accounts and insurance companies.

Molding, gasket, clips, and weather strips are an additional charge if required for installation.

We are not responsible for lost or damaged articles left inside the vehicle or any decals left on the windshield. Do not leave valuables.

AutoGlassNow<sup>®</sup> is not responsible for vandalism to vehicles left outside of the building prior to work starting.

There will be a minimum \$20/day storage charge on vehicles left more than 48 hours after notification of completion. An expressed mechanic's lien is acknowledged to secure the amount due, including storage fees and other expenses incurred for removal of vehicles left on-site.

All charges are C.O.D. unless prior written credit approval is obtained. There is a 20% handling charge on returned or canceled items.

CAUTION: As a courtesy to our customers, AutoGlassNow<sup>®</sup> will attempt to vacuum visible excess glass from your vehicle. However, AutoGlassNow<sup>®</sup> is not responsible for the removal of ALL glass and any extra cleanup of your vehicle. Please be advised that there may be glass particles not immediately visible. Please take precautions to avoid any injury.