

Terms and Conditions

Masterglass Windscreens Ltd – Terms and Conditions for the provision of vehicle glass repair and replacement with ADAS recalibration services.

Who we are: Autoglazing is the trading name of Masterglass Windscreens Ltd. Our Company registration number is 03937754. Our Registered office address: Unit 2, 31 St Margaret's Way, Stukeley Meadows Industrial Estate, Huntingdon, PE29 6EB. Masterglass Windscreens Ltd is a member of Nationwide Windscreen Services and carries out vehicle glass repair and replacement with ADAS recalibration services.

How you can contact us: You can contact us by telephoning our Operations Team on 0800 181 112 or by emailing us at enquiries@autoglazing.co.uk

How we may contact you. If we need to contact you, we will do so by telephone or in writing. We will write to you by text message or by e-mail using the contact details (mobile number or e-mail address) you provided to us when booking a glass repair or replacement service on your vehicle. If your contact details change and you communicate the changes to us, we will use your updated contact details to contact you.

By placing an order with us you are accepting these Terms and Conditions.

How we will accept your order. Our acceptance of your order will take place when we confirm that an appointment has been booked for you. At this point a contract will come into existence between you and us and these Terms and Conditions will apply. If the provision of our Services is the subject of a claim on an insurance policy and you are not the policyholder, you accept and we will deem that your dealings with us are made with the full authority and consent of the policyholder.

If we cannot accept your order. If we are unable to accept your order, we will inform you of this and will not charge you for our services.

Appointment booking reference. We will use your vehicle registration to identify your booking when we accept your order. If you have a query concerning your booking, please quote your vehicle registration to assist us in finding your booking whenever you contact us about your order.

Information required from you. We may need certain information from you so that we can supply the services to you and confirm your identity, for example; your name and address, your date of birth, information on your vehicle and the details of your policy. Where you make a claim under your insurance and we have received the relevant authority via your insurer, we will advise you of the excess you are required to pay and will claim the balance of our fee from your insurer. Where we have been unable to pre-validate your policy details in advance of providing our service to you, we shall rely on the information that you have provided to us. We reserve the right to recover payment for our services in all circumstances including, without limitation, where information you provided to us was incorrect, regardless of whether you were at fault. Where available to us we will check the latest information available to us by your insurer to confirm that our work may be paid for under the terms and conditions of your insurance policy. We make no assurance as to the extent of your policy cover and you acknowledge that fact.

Providing the Services. We will begin the services on the date agreed with you during the order process (the appointment date) and this will be accepted as an all-day appointment. We do not accept any responsibility for any loss you suffer (financial or otherwise) if we are not able to arrive at the estimated appointment time or complete the services.

We are not responsible for delays outside our control. If our supply of the services is delayed by an event outside our control, we will contact you as soon as possible to let you know and we will take steps to minimize the effect of the delay. You accept we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.

Price and Payment. You agree to be responsible for the full cost of our glass repair and replacement of parts on your vehicle unless authorization for payment via your insurance company has been agreed in which case you will pay the excess and VAT, where applicable. We will ask you to pay, before your appointment, any excess or other portion of the insurance claim which your insurance policy obliges you to pay (including any applicable VAT), ceiling limits or other additional charges. These will be deducted from the total cost of your invoice and the balance will be sent to your insurer for payment except if any Policy limit applies.

Insurance Policy Limits. Some insurance policies have ceiling limits. This means that the insurer will only cover a certain value of the claim. Any costs above the claim are payable by the policyholder. If your policy has a ceiling limit, we will attempt to ascertain the full value payable by you before we carry out any work on your vehicle. However, this is not always possible, and we reserve the right to charge you for any additional amount payable after the work has been carried out.

VAT Payment. If you are VAT registered, the charges will be exclusive of VAT, which we will add to your invoice at the appropriate rate. You agree to pay the VAT element on the glass repair and replacement services and ADAS calibration services. When the initial appointment is booked you may have paid VAT calculated on the cost of the materials we intend to use for your vehicle. If our work on your vehicle requires additional materials or products that we did not expect to use, the price we charge and the VAT due from you may change accordingly. In this case you agree to pay all additional cost and VAT due. We agree to refund costs and VAT paid for materials initially quoted but not required.

Call-out charge. A call-out charge shall apply in addition to the charges for the glass and the glass repair and replacement services requested outside of our normal operating hours. Our call-out charges will apply Monday to Friday between 5.00 pm and 8.00 am, and from 12 pm on Saturday to 8 am on Monday.

Glass repairs and replacements. When attending your vehicle, if our technician decides (using their sole and reasonable discretion) that a repair is possible, we will normally attempt to repair the vehicle windscreen. Please note when repairing your windscreen, we do not guarantee any cosmetic appearance. You accept that following completion of a repair, some damage to the windscreen may still be visible. Our aim is to contain the damage and restore the original strength of the windscreen only. If you are unhappy with the visual appearance of the windscreen, following its repair, you must notify us of this within 48 hours of the repair being carried out. In such circumstances, we will replace your windscreen, subject to you paying the required amount for the replacement. The visual appearance of a glass repair depends on the nature and severity of the damage to the glass at the time of the repair and there is no guarantee that a repair will be successful.

Glass cracking during a glass repair. During a repair, the glass may crack beyond repair through no fault of our technicians. You acknowledge that risk. If this happens, we will ask you if you would like us to replace the glass. If you wish to proceed with a replacement we will take into account any excess you may have already paid to us for the glass repair by deducting the excess you paid to us for the glass repair from the excess payable for the glass replacement.

Damage to your vehicle that is not visible. Please note that where a windscreen becomes damaged, it may cause damage to other parts of your vehicle. Such damage may not be visible or known to us at the time of carrying out the services, we will not be responsible for, or, accept any liability for carrying out such repairs or the re-setting of technical equipment (e.g. rain sensors).

Damage to your vehicle that is visible. Where our technician can identify any damage to your vehicle, at the time of attending it, they will make a record of such damage before commencing the provision of services. We do not accept liability or responsibility for any repair charges associated with the rectification of any damage that existed prior to the commencement of the services whether visible or not.

Warranty and workmanship. We agree to rectify free of charge any defect caused by our faulty workmanship provided that: The defect is reported whilst you still own, or continue to be the authorized driver of the vehicle and you arrange for the vehicle to be inspected by us as soon as reasonably practicable after discovery of any defects and agree to take all reasonable steps to reduce any damage that the defect may cause. Repairs must be approved by us in advance in writing. If, without our prior written approval, you arrange a repair yourself, we reserve the right not to pay any repair costs that you incur and refuse any refund of such costs.

Warranty Procedure. If you would like us to repair, replace or inspect a glass under warranty you must contact us as set out in these terms. Our customer service team can be telephoned on 0800 181 112 or contacted via email at enquiries@autoglazing.co.uk Failure to follow this procedure will invalidate your warranty. If you allow a dealership or an accident management company to manage the repair process in relation to your vehicle, you are likely to incur costs in excess of those we would incur if you allow us to manage the repair on your behalf. You will be liable for any such cost. We will not enter into disputes with third party companies in relation to these costs.

We are not liable for business losses. We will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity in any circumstances.

Complaints. If you have a complaint about our services, you can contact us by telephoning our customer service team on 0800 181 112 or by writing to us at enquiries@autoglazing.co.uk

Contractual Liability. We reserve the right of Ownership over the goods supplied and fitted under this agreement until completed payment of all monies outstanding. You are reminded that this contract is with **you** the customer and remains your responsibility until satisfactory settlement is received by you or your insurer.

Payment Terms. 30 Days

ADAS (Advanced Driver Assisted Systems). An increasing number of vehicles are now fitted with ADAS. These highly sophisticated and complex systems are mounted on the windscreen and have been designed to support the driver experience and increase safety. Your vehicle may also have some features operating from the sensor in the front grill. The ADAS features may be compromised during a glass replacement and require ADAS calibration. We will identify that your vehicle has ADAS at the time of booking. Where a calibration is recommended for your vehicle's ADAS camera, before making your booking with us, we will advise you of that fact and ask to arrange an ADAS calibration appointment with you. Dependent on your make and model of vehicle we can complete a static ADAS calibration using our trained technician in a workshop environment on a stationary vehicle or complete a dynamic ADAS calibration at an agreed location. Dynamic ADAS calibration requires our technicians to drive your vehicle to calibrate the ADAS features. In the event that your camera is not calibrated at the same time as the windscreens is replaced or an attempted calibration is not

successful and requires further calibration, then neither you nor any other driver of your vehicle should rely upon the functionality of your vehicle's ADAS Device and/or use your vehicle's ADAS Device until it has been correctly calibrated in accordance with the relevant manufacturer's recommendations. Failure to comply with this warning may lead to damage to property, death and/or personal injury. Subject to this, we do not accept any liability whatsoever to you or any third party (whether in contract, tort, negligence or otherwise) arising from or in connection with: failure to ensure that your vehicle's ADAS Device is correctly calibrated in accordance with this notice and/or your vehicle manufacturer's recommendations; any use of and/or reliance upon your vehicle's ADAS Device prior to it having been correctly calibrated in accordance with this notice and/or your manufacturer's recommendations.

How we will use your personal information. We will use the personal information you provide to us to supply the services to you and to process your payment for the services. We will only give your personal information to third parties where the law either requires or allows us to do so.

Masterglass Windscreens Ltd
Registered office address:
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Stukeley Meadows Industrial Estate,
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Cambridgeshire
PE29 6EB