

## **Specialist Glass Repair Ltd.**

### **Standard Terms of Business & Disclaimer Statement** **Windscreen Repair**

Customers, please note the following points;

- Unlike most windscreen companies, in most cases we will attempt to repair most glass damage regardless of complication to try and save your windscreen and negate a replacement.
- On this basis you will not hold us responsible or liable for replacement costs where damage has been extended during the repair process.
- All repair work is lifetime guaranteed against further breakage from the point of repair.
- We will not invoice for incomplete repairs or repairs that do not pass our standard repair criteria.
- All repair work will be digitally documented via our job sheets within our Oneserve platform including images.
- All invoicing will be delivered electronically.
- All fees are subject to VAT at the prevailing rate and are payable upon receipt.

#### **Standard Disclaimers**

1. Every effort is made to repair your windscreen and return your safe driving vision.
2. We only charge for successful repairs.
3. Damaged glass can be extremely fragile and on some occasions will not repair successfully.
4. We do not offer a replacement service if the repair is unsuccessful and we will not invoice you for our time.
5. Neither the technician nor the company will be liable to replace glass that cannot be successfully repaired

I understand the above information, I authorise the repair work to be conducted and accept the associated risks.