

PREMIER WINDSCREENS TERMS & CONDITIONS

Terms of Business for vehicle glass repair and replacement services – Premier Windscreens Glasgow

General

All transactions are covered by these conditions.

Our Service

By asking Premier Windscreens to carry out vehicle glass repair or replacement work on your vehicle you agree that our work is governed by these terms and conditions. The contract with you is formed at the time of making your appointment with us. If our work is the subject of a claim on an insurance policy and you are not the policyholder, you acknowledge that your dealings with us are made with the full authority of the policyholder.

Appointment

We will provide our service to you by appointment at a location agreed between us. Unless work can be carried out under cover, the appointment is subject to satisfactory weather conditions. Inclement weather may result in the appointment needing to be re-arranged. Appointments are made with the best estimate of the expected arrival time at the agreed location. Influences beyond our control may affect the scheduled workload of our engineers in which case we will endeavour to advise customers of any delay. Premier Windscreens do not accept any liability for financial loss in these circumstances.

Normal Working Hours and Out Of Hours Charges

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Monday to Friday 8.30am – 5.00pm

Saturdays 8.30am – 12.00pm (excluding Bank Holidays)

Work carried outside of these hours will incur an out of hours surcharge (dependent on work involved) varying from £50.00 to £80.00 for cars and LGV and £80.00 to £125.00 for HGV,

If you are claiming against your Insurance company which doesn't allow Out of Hours charges these will be settled by policyholder at time of booking.

Bank Holidays will incur an additional charge, unless otherwise agreed.

Your Payment

Where we have taken any payment from you in the course of you making an appointment with us, we shall hold that payment to your order until the time we begin work on your vehicle. With effect from commencement of our work on your vehicle, we reserve the right to retain any payment you have made to us.

Windscreen Repairs

If our engineer decides that a repair is possible, we will normally attempt to repair a windscreen. There is no guarantee on the cosmetic appearance of a repair. Upon completion of a repair some damage may still be visible; this is normal. Our aim is to contain the damage and restore the original strength of the windscreen. If reported within 48 hours, you are not happy with the visual appearance of the repair we can replace your windscreen subject to you paying the required amount for the replacement. We do not guarantee that an attempted repair will be successful in every case; through no fault of our engineer there is a risk of a crack appearing during the repair process and you acknowledge this risk. If this happens, you will be asked if you would like us to replace the glass and you will have to pay any additional amount. We will take into account any excess or payment you may have already paid to us. You are under no obligation to accept our quotation.

Hardware Damage

Damage caused to your vehicle's windscreen may also have damaged other parts of the vehicle not visible or known at the time. Premier Windscreens Scotland do not accept any liability for additional costs of such repairs or re-setting of technical equipment.

This includes but is not limited to: Head-up Displays (HUD), Mounted Cameras, Rain and Light Sensor and Door Window Regulators (Window Mechanisms)

Premier Windscreens Scotland will under no circumstances be liable for any after-market attachments fitted to your windscreen.

Pre-Work Damage

A record of any visible damage to your vehicle will be made by our engineer before starting work on your vehicle. We do not accept liability for repair costs of damage, whether visible or not, existing before we began work on your vehicle.

Windscreens with ADAS – Advanced Driver Assistance Systems (ADAS)

Certain vehicles now have built in cameras mounted to their vehicle. These include but are not limited to:

Lane Departure Warning (LDW), Collision Sensor Cameras (CSC), Forward Collision Warning (FCW)

Vehicle manufacturers specify that certain of those ADAS systems: LDW, CSC & FCW cameras require recalibration following replacement of the vehicle's windscreen.

Premier Windscreens Scotland are able to calibrate these safety systems at the same time of windscreen replacement. Alternatively, after we have completed our work, you may arrange for your vehicle's camera to be recalibrated at your own cost at a specialist supplier of that service, which may include the vehicle's dealership network. Where recalibration is recommended for your vehicle's camera, Premier Windscreens shall advise you of this fact at time of booking with us we will check that you wish us to proceed with replacement of your vehicle's windscreen.

For more information, please see the go to the follow website: <http://www.thatcham.org/files/pdf/ADAS-CoP.pdf>

Photographic Information

Premier Windscreens Scotland uses photographic devices while working on your vehicle. Uses include but are not limited to taking photographs of existing damage, vehicle registration, mileage, insurance documents and mot certificates. You agree to let Premier Windscreens Scotland use photographs for promotional purposes if required. We will never show your vehicle registration, nor shall we use any photos with personal information or any images containing identifying features.

Corrosion

We are unable to install a replacement windscreen on corroded metal. If we find your vehicle to be corroded, we will stop work and advise you of your options.

Warranty

All replacement work carried out by Premier Windscreens Scotland is guaranteed for 1 year. This covers installation, workmanship and leakage. Any rectification work will be carried out during normal working hours at Premier Windscreens Depot only. (If rectification work found not to be related to the original job, a labour charge will be incurred.) The Company must be informed and authority sought for any guarantee work to be carried out by a third party repairer prior to any work being carried out. Such guarantee will apply provided that no exclusion is recorded at the time due to prior bodywork corrosion/damage or inclement weather conditions. These would be noted on either a pre-work vehicle check sheet and/or invoice or via photographic evidence. Further the guarantee shall not apply while our charge remains outstanding after the agreed payments terms have elapsed. A valid proof of purchase must be available to qualify for your Guarantee/Warranty. The guarantee/warranty is only applicable whilst the vehicle is in your ownership.

Liability

Premier Windscreens will not reimburse or compensate you for loss of income, loss of use of your vehicle, costs or expenses incurred from loss of use of your vehicle, loss of business or profits or pure economic loss or indirect or consequential loss suffered by you as a result of our work.

Using Dealerships & Accident Management Companies

if you allow a dealership or an accident management company to manage the repair process in relation to any alleged vehicle damage caused by Premier Windscreens Scotland, you are likely to incur costs in excess of those we would incur if you allow us to manage the repair on your behalf. A dealership or accident management company is likely to offer to provide you with a replacement vehicle. The costs of that vehicle is likely to be very high – much higher than the cost to us of organising a rental on your behalf. We will **not** pay for the costs of any vehicle supplied to you unless we have arranged the rental directly on your behalf. Please be aware the costs to the dealership and accident management company will be your personal liability and you may be at significant financial risk if you choose to use their services.

Customers Glass / Labour Only Customers

Work carried out on the customers vehicle which does not arise under the terms of guarantee above and/or where the company does not supply the glass, will be carried out entirely at the customers risk. No compensation will be given in the event of breakage during or after fitment.

This covers Remove and Refitting of windscreens and other glass and Fit Own customer supplied windscreens and glass. This also includes any sundry products such as trims, clips.

Labour only jobs involving glass roof / sunroof must be stripped down by customer. We will not be held liable for any damage to sunroof glasses, roller blinds, sun blinds, rails, trims or any other accessories involved in the fitment of glass.

Safe Drive Away & Washing

Where a windscreen is replaced you must observe the drive – away times advised by our engineer. Premier Windscreens do not accept any liability where a vehicle is moved prior to the recommended drive – away time. You must also acknowledge that the vehicle cannot be washed for 48 hours to allow the urethane to cure correctly. If any leaks require rectification due to the of washing of vehicle, this is not covered under warranty and is chargeable

Waste

You authorise us to remove your damaged vehicle glass as waste to an authorised site for appropriate treatment.

Policy Validation

If available to us, we will check the latest information given to us by your insurer to confirm that work may be paid for under your insurance policy. We make no assurance as to the extent of your policy cover and you acknowledge this.

Insurance Claim

Where you make a claim under your insurance policy we will need to check your policy to see if you have to pay any excess. We will claim the balance

of our fee from your insurer. If we are unable to validate your policy details in advance of providing our services to you, we shall rely on the information that you provided to us. We reserve the right to recover payment for our services in all circumstances including without limitation where information you have provided to us was incorrect regardless of whether you are at fault.

You agree to be responsible to us for the full cost of our service. If you have glass cover you may be able to claim a contribution of the cost under your insurance policy. If you are making a claim under your policy through Premier Windscreens, you agree to pay us any excess stated on your policy and that we may collect the balance of our fee from your insurer. If your insurer declines cover under your policy, you agree to pay us our usual retail price applicable to the service we performed.

Vat Registered

If the policyholder is registered for VAT, the policyholder agrees to pay VAT on our service. When you booked your appointment, you may have paid VAT calculated on the cost of the materials we usually use for your vehicle. If our work on your vehicle requires us to use materials (such as trims or clips) that we did not expect to use for the job, the price we charge and the VAT due from you may change. In that case, you agree to pay all additional costs and VAT due to us and we agree to refund our costs and VAT to the extent the amount you should have paid reduces.

Trade/Fleet Accounts

Where payment for our work on your vehicle will be made using a trade or company account, our trade/company terms will apply to our work in priority to the terms written above.

Premier Windscreens reserve the right to nullify any discount or cancel agreed prices or special rates if the account is not settled within our specified credit terms.

Fraud Prevention

At Premier Windscreens we are committed to reducing fraud made using credit cards. We reserve our right not to accept payment from you by debit or credit card where we suspect that by doing so a fraud may be committed against us or the registered card holder.

Payment Method & Online Excess Discount

Customers should check with the engineer or branch for acceptable methods for payment.

We do not accept cheques as a method of payment unless authorised by office at time of booking.

On-line Windscreen Excess discount of 20% has a max discount of £20.

Title

We reserve the right of ownership over the goods supplied and fitted under this contract unless complete payment of all monies outstanding is made. You are reminded that this contract is with the insured and remains your responsibility unless satisfactory settlement is received from your insurers. I agree that if payment is not made by my insurers on my behalf and within 30 days then the liability for settlement remains my responsibility and will be satisfied immediately. Failure to comply will result in the use of 3rd party debt collectors to retrieve outstanding monies.

Branches

Premier Windscreens Glasgow is owned and operated by Sonitex Ltd Company No. 02204694 Registered in England
Head Office : Unit 1/2, West Street Trading Estate, 323 West Street, Glasgow G5 8LG.

Any claims or grievances should be directed to this branch as they are independently operated. Said claims shall not effect nor involve the other independent branches.

GPDR

For information regarding Premier Windscreens Glasgow's data use in regards to GPDR Guidelines please visit our [GPDR page](#).

These terms supersede and override any and all contractual terms and conditions of the other contracting party howsoever and whenever communicated