



EXPRESS AUTO GLASS

371 S. Rancho Santa Fe Rd. Suite #103

San Marcos, California 92078

Telephone: 1 (262) 233-1936

Fax: 1 (760) 653-5127

Work Order Authorization:

This work authorization empowers the above-named auto glass shop (**Express Auto Glass Inc.**) to replace/repair the auto glass part/s with necessary material, indicating that the Customer has been informed of all procured replacement parts and components, notified of a confirmed and scheduled appointment to conduct the requested auto glass services, and grants approval of the replaced/repared necessary auto glass part/s. Customer understands that this is a valid and binding contract and that replacement/repair is entitled to be paid in full by Customer for all repair services performed and parts installed on the Vehicle. If applicable, the insurance company responsible for vehicular coverages and Customer protections associated with this transaction are subject to pay this invoice in full settlement, satisfaction, and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the Customer's insurance company shall be thereby forever discharged. In the event that the above-named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges reflected on this invoice to the above-named glass company subject to and according to all terms and conditions on this invoice.

General Warranty:

Express Auto Glass Inc. acknowledges that all automotive glass replacement part(s) used in the repair process are warranted against defects in material or quality of workmanship for as long as you own the Vehicle in which the glass is installed, so long as such defects are brought to the attention of **Express Auto Glass Inc.** within 30 days of your discovery of a defect.

1. **Customer Warranty** - Customer warrants and represents to **Express Auto Glass Inc.** that: (a) Customer is the legal owner or lessee of the Vehicle and (b) Customer has the legal right to authorize **Express Auto Glass Inc.** to undertake and perform the required repairs.
2. **Personal Property** - Customer shall remove all personal property from the Vehicle. **Express Auto Glass Inc.** is not responsible for the loss of personal property located in the Vehicle at the time of repair. Any vehicular accessories such as roof racks, light racks and bars, and unaffiliated automotive glass components are outside the scope of work. The removal of such accessories is not the responsibility of **Express Auto Glass Inc.** Any damage(s) or adjustment(s) are the sole responsibility of the Customer. **Express Auto Glass Inc.** does not assume liability for components defined as Personal Property.
3. **Description and Cost of Repairs** - Based upon an inspection of the Vehicle performed as of the date of this Authorization and Agreement to repair, the total cost of the labor, materials and parts required to repair the Customer's Vehicle (the "Repair") is set forth in the Estimate annexed to this Authorization as Exhibit A. Customer shall pay **Express Auto Glass Inc.** 50% of the purchase price (Deposit) before **Express Auto Glass Inc.** starts the repair. **Express Auto Glass Inc.** requires a pre-authorized card verifying the total purchase price which is captured only after service(s) has been rendered. The Customer's payment information is confirmed to ensure timely remittance in full.

4. **Supplemental Work** - Additional damage may be discovered and additional repairs may become necessary. In that event, **Express Auto Glass Inc.** will notify the Customer of the additional repairs to be made to the Vehicle and the expected cost. **Express Auto Glass Inc.** will not continue with any work until Customer approves the changes by executing an Authorization to Perform Supplemental Repairs or at the Customer's verbal or electronic authorization.
5. **Subcontractors** - Customer acknowledges that in order to properly perform the repair it may be necessary for **Express Auto Glass Inc.** to engage subcontractors to perform work on the Vehicle. Customer consents to the transport of the Vehicle to other facilities for any required subcontract work. Customer agrees to pay for the repair service and parts installed by the subcontractor. The cost of the subcontractor work shall be incorporated into the final repair invoice.
6. **Labor Rates** - Customer acknowledges and agrees that the labor rate which will be charged for work performed on the Vehicle by **Express Auto Glass Inc.** shall be documented as a line item in the final repair invoice.
7. **Storage** - Storage charges apply to all Vehicles commencing on the day after Customer is advised that the Vehicle has been repaired and is ready for pick up.
8. **Tear Down Charges** - If during the repair, it is determined that the Vehicle is a total loss and irreparable, **Express Auto Glass Inc.** agrees to cease further repairs, Customer shall pay **Express Auto Glass Inc.** for its labor at the rate set forth in Paragraph 6.

Windshield Rock Chip Repair Disclaimer:

Express Auto Glass Inc. is not liable for full windshield replacement(s) if chip(s) continue to expand during the repair process or after the chip(s) have been repaired. Windshield rock chip repairs will not disappear entirely, and a blemish will remain on the surface of the glass, indicative of the repair on the previously damaged glass. The repair process involves the injection of special adhesives into the damaged part of the glass. The degree of success of each repair is a function of several variables. The best results are obtained when the damage is recent, the point of impact small, the cracks around the damaged area are small, and there is not moisture or other foreign matter in the damaged area. In some cases, the attempt to repair a windshield can result in the chip or crack becoming larger, and we are not responsible for such damage.

Windshield Rock Chip Repair Warranty:

Express Auto Glass Inc. will attempt to repair the chip(s) for no charge if the windshield is impacted again in the same location after a previous windshield chip repair. Upon request from the customer, **Express Auto Glass Inc.** will attend to any discoloration due to temperature fluctuations and weather exposure by reapplying pit resin to the outermost surface of the repaired glass.

Vehicle Calibration Disclaimer:

Express Auto Glass Inc. and its Customers acknowledge that all windshields requiring calibration services related to integrated Vehicle systems are to be recalibrated by the associated Vehicle dealer. The services as are necessary for recalibration of Advanced Driver Assistance Systems (ADAS) are not within the scope of **Express Auto Glass Inc.** This disclaimer denotes the Customer has been informed of the following and is advised to pursue dealer-exclusive servicing for recalibration following the repairs conducted by **Express Auto Glass Inc.**

Express Auto Glass Inc. utilizes the Vehicle VIN to determine the exact replacement glass and corresponding Dealer/OEE (Original Equipment Equivalent)/OEM (Original Equipment Manufacturer) unique part IDs. All

replacement parts undergo a primary review by the Manufacturer, secondary review by the Distributor, and tertiary review by the assigned Installer upon inspection and receiving.

Instructions Following Repair:

Express Auto Glass Inc. and its Customers acknowledge that all replacement parts are affixed with polyurethane glue between the Vehicle frame and interior of the glass. Refrain from immediately driving following installation to prevent the development of air gaps that welcome leaks in between the glass and the weather stripping. All glass with or without affixed moldings installed by **Express Auto Glass Inc.** is secured with tape following the setting of the replacement glass. The removal of tape following the repair process requires 24-48 hours to cure while refraining from any carwashes following the repairs conducted by **Express Auto Glass Inc.** For removal of the temporary tape, take your time, lift up the painter's tape and pull it back on itself, removing at a 45-degree angle. If adhesive sticks to the surface, try a 90-degree angle. This disclaimer denotes the Customer has been informed of the following and understands that any exterior paint chipping, flaking, blemishing, and stripping are a result of the Vehicle age and exterior paint condition extending beyond the responsibility of **Express Auto Glass Inc.**, and its technicians.

If you have a problem that is covered by this warranty, you may contact any of our stores, call (619) 320-5730, or schedule warranty work online at expressautoglassinc.com/customerportal and we will replace or repair the warranted product or correct the defective workmanship without charge at a mutually agreed upon time. If we are unable to do so, we will refund the original purchase price of your warranted product. In order to exercise your rights under this warranty, we will require evidence of installation by **Express Auto Glass Inc.**, such as a copy of the invoice.

Express Auto Glass Inc. Warranty Exclusions:

This warranty does not cover leaks, stress cracks, or related damage in connection with installations to vehicles having damage or rust on the pinch weld. **Express Auto Glass Inc.** will use commercially reasonable efforts to advise you of the existence of such damage or rust prior to removal of existing glass; however, it is often not possible to do this. In these cases, **Express Auto Glass Inc.** is not responsible for any associated damage. In addition, damage not involving defective workmanship or materials is expressly excluded from coverage under this warranty. In no event shall the manufacturer or vendor be liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This **Express Auto Glass Inc.** auto glass warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

For further help contact:

Customer Care - (262) 233-1936

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