

Orange Blossom Auto Glass

Standard Auto Glass Warranty for Replacements and Repairs

Windshield and Fixed Glass Replacements

Orange Blossom Auto Glass warrants your windshield or fixed glass installation to be free of defects in materials and leakage due to workmanship for as long as you own your vehicle. Stress breaks or other defects in the glass are warranted for 90 days. .

Movable Glass Replacements

Movable glass parts replaced by Orange Blossom Auto Glass are warranted for 90 days against operational failure. We cannot warranty existing mechanical parts. After the replacement, we will vacuum the loose pieces of glass, but fragments can penetrate your seats, carpet, and air vents and therefore we strongly suggest that you re-vacuum to assure that all of the fragments have been removed. Any temporary usage restrictions on movable glass parts will be noted by the technician, otherwise you may operate immediately.

Windshield Repairs

The size, age, and cleanliness of the original break can impact the quality of the finished repair. Contaminants in the damaged area can influence the clarity of the finished repair, although the structural integrity of the glass is restored. The larger the damage, the greater the likelihood that you may still see the original impact point and damage outline, although the structural integrity of the glass is restored. There is a chance that during the repair process, the chip may crack from the pressure of doing the repair. If this happens we will not charge for the repair if a windshield replacement is immediately scheduled, otherwise the warranty against future breakage from the repair, will apply and credit will be issued as follows. Once the repair process has been successfully performed, if the chip does crack from the original repair, or if you are not satisfied with the finished repair, we will credit your repair payment towards the price of a windshield replacement that is performed by Orange Blossom Auto Glass. If you paid for the repair out of your own pocket, we will issue the credit directly to you. If your insurance company paid for the original repair, a credit will be issued to them for the failed repair and applied towards their invoice for the replacement windshield.

Nationwide Warranty Coverage

Whereas Orange Blossom Auto Glass is a regional service provider, in the event of a warranty claim outside of our service area, we will make arrangements with a qualified and vetted facility in your proximity to make the warranty repairs. In order to be covered by this warranty, we must be notified of the claim and we must make the arrangements for you. We will not reimburse you for repairs performed by another service provider without prior authorization.

Warranty Exclusions

- Rust- 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 that has occurred prior

to or after our installation is complete. When possible, Orange Blossom Auto Glass technicians will advise you of the existence of such damage or rust prior to removal of existing glass; however, it is often not possible to see rust until after the existing windshield has been removed. If rust is discovered, we will follow industry accepted protocol to assess and repair the rusted area. If the rusted area is excessive and requires extensive repair, it will be up to the customer to make such arrangements with a body repair shop of their choice. Orange Blossom Auto Glass is not responsible for the repair of rust on your vehicle or any cost associated with transporting your vehicle to a body repair facility.

- Motor-home, school bus and commercial vehicle windshields carry no stress breakage warranty.
- Materials provided by others- This warranty does not cover any issues associated with materials provided by the customer or other party.
- Dealer parts obtained from a dealer at your request are not warranted by Orange Blossom Auto Glass against defects, but may be warranted by the dealer that it was purchased from. Upon request we will supply the purchase receipt so that you may make a warranty claim inquiry.
- Non warranty repairs- This warranty does not cover any issues associated with our attempts to reseal or repair the work performed by another auto glass company.
- Transferability- This warranty applies to the original purchaser only and is not transferrable.
- 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.
- Conditions outside of our control, causing damage to your vehicle, during our processes are not covered by our warranty. (i.e. Damaged wipers due to rust causing the wiper to fuse to the wiper motor.)
- The reinstallation of and/or the damage to aftermarket items installed on your vehicle. We will do our very best to accommodate most situations.

Warranty claims

If you have a concern that is covered by this warranty, you may contact our Customer Service Department at 1-844-384-6224, submit your warranty claim on our website by visiting <https://www.orangeblossomautoglass.com/warranty-information> or email our Customer Service Department at customerservice@orangeblossomautoglass.com and we will replace or repair the warranted product or correct the defective workmanship without charge at a mutually agreed upon time. In order to exercise your rights under this Orange Blossom Auto Glass warranty, we may require evidence of installation, such as a copy of the invoice.