



## PG GLASS QUALITY PROMISE

### AUTO GLASS

PG Glass offers a Lifetime Guarantee on workmanship on the replacement of auto glass.

**1) Shatterprufe® Windscreen (OEM and SABS Replacements)**

If you are dissatisfied with the workmanship of your replacement windscreen, we will repair / replace the Shatterprufe® windscreen FREE OF CHARGE.

**2) Safevue® Windscreen**

If you are dissatisfied with the workmanship of your replacement windscreen, we will repair / replace the Safevue® windscreen FREE OF CHARGE.

**Note:**

1. The guarantee is valid for as long as the vehicle owner owns the vehicle – the guarantee is non-transferrable.
2. The original invoice serves as the guarantee. For the guarantee to be valid, the vehicle owner must produce the original invoice corresponding to the work to be done.
3. Shatterprufe® and Safevue® Windscreens
  - a. The guarantee covers leaks, delamination and wind noise.
  - b. This guarantee excludes rust, UV damage, wear and tear.
  - c. There is a Lifetime manufacturers' warranty on every piece of Shatterprufe® and Safevue® windscreen.
4. NOTE: Tampering with the windscreen in any manner will render the guarantee null and void.

### PG GLASS MEDIC® REPAIRS

1. In the case of a PG Glass Medic® Repair, every effort is taken to ensure that a chip being repaired does not “run” during the repair process. This, however, does occur infrequently (+/- 5%). PG Glass cannot be held responsible in this case.

2. If, once the PG Glass Medic® Repair and transaction have been completed, you are dissatisfied with the workmanship of the PG Glass Medic® Repair; we will deduct the cost of the repair from a new replacement windscreen.
3. If the original repair was covered by insurance (or fleet owner) and they re-authorise a replacement, they will be credited for the repair. The customer will then be liable for the excess if a windscreen replacement is done (depending on insurance policy).
4. NOTE: Tampering with the windscreen in any manner will render the guarantee null and void.

## LLUMAR® FILM

1. LLumar® film will be free from defect, fit for purpose, durable and compliant with standards and the manufacturer's specification for such product and maintain its properties without crazing (fine cracks), cracking, peeling, and changing colour, blistering, bubbling or delaminating from the glass for a period of 5 years from the date of fitment.

## BUILDING GLASS PRODUCTS

1. Building glass products will be free from defects, fit for purpose, durable and glazed in accordance with the standards prescribed by SANS 0400-1990, 0137-2000 and 1263-1986 for a period of 12 months from the date of fitment. The product will comply with the manufacturer's specification for such product. There is a 10 year manufacturers' warranty on the "PG SmartGlass Solutions" product range.

### Note:

This warranty does not cover fitness for purpose for which the product is not generally intended, aesthetic properties or product defects resulting from improper transportation, storage, handling, installation, maintenance, failure to comply with care instructions or other abuse, glass breakage, pitting or chipping due to any cause.

[www.pglass.co.za](http://www.pglass.co.za) | Customer Contact Centre: 0860 03 03 03



