

# Our windscreen repair and replacement service



**Q: How do I arrange a windscreen repair/replacement?**

**A:** To arrange an appointment to have a windscreen repaired or replaced simply fill in this [form](#) or call us on 0370 606 4912.

**Q: What guarantees do you provide?**

**A:** Autoglass's work is quality assured and fulfils the standard set by the British Standard Institution (BSI) which is why they're able to provide a lifetime guarantee on the fitted parts as well as the work carried out for as long as you own the vehicle.

**Q: What if I'm not sure if my windscreen can be repaired?**

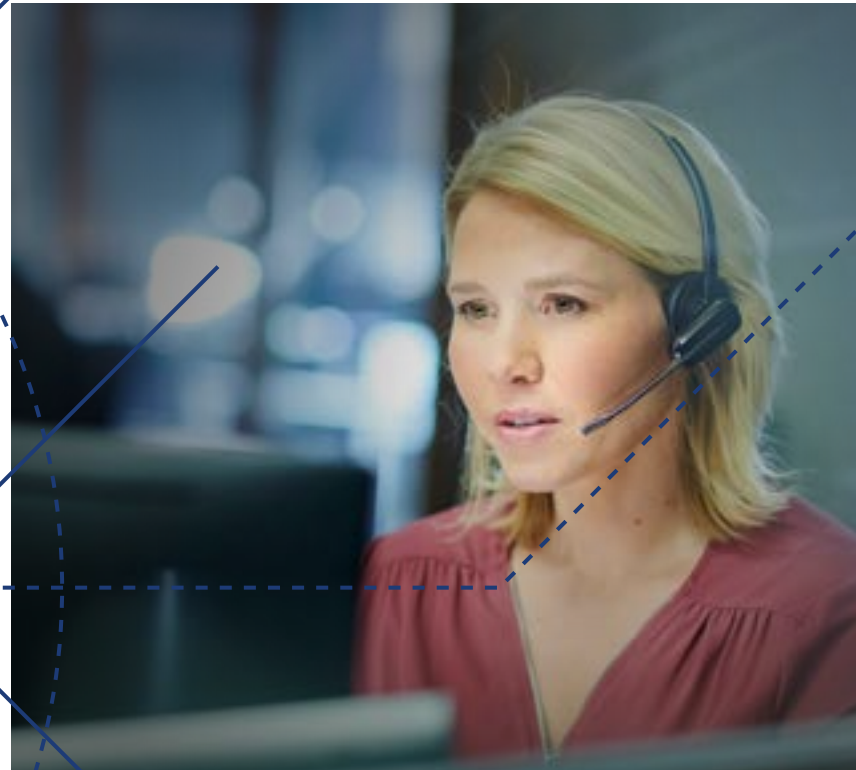
**A:** The BSI has increased the repairable windscreen size, which means we're able to repair more windscreens than ever before! You'll be asked a couple of questions at the initial stage of your customer journey to understand what type of windscreen damage you have, so that Autoglass can arrange the appropriate appointment for you.



**Q: How long will it take?**

**A:** The length of your appointment will depend on the work required and whether your vehicle is fitted with an Advanced Driver Assistance System (ADAS), which will need to be recalibrated. Average appointment times are as follows:

- Standard vehicle glass repair 30 mins
- Standard vehicle glass replacement 60 mins
- Windscreen replacement with ADAS recalibration 2 hours.



**Q: Do you have repair centres as well as a mobile service?**

**A:** Autoglass offers national coverage via their mobile technicians, but some work might need to be carried out at one of their local repair centres. When you make your appointment, the Autoglass representative will discuss this with you. All you need to do is let them know a convenient time to have your vehicle repaired and ensure their technicians have sufficient space to carry out the work (approximately 3 parking bays). **Please bear this in mind when making a mobile appointment.**

**Q: Why should I choose a windscreen repair over of a replacement?**

**A:** A repair will cost you less, minimise vehicle downtime and is much better for the environment.

**Q: Will a windscreen repair/replacement affect my No Claims Bonus?**

**A:** Your No Claims Bonus is not affected by either a repair or replacement.

**Q: What happens if I'm abroad and I need a repair/replacement?**

**A:** Autoglass will still repair or replace your vehicle's glass when you're travelling in mainland Europe. All appointments are made in the normal way by calling Autoglass on 044 370 606 4912. The work is quality assured, backed by a lifetime guarantee.

**Q: What if I have a problem, who do I contact?**

**A:** If you have any issues whether before, during or after your appointment you can contact Autoglass directly on 0370 606 4912 (option 1). They offer a lifetime guarantee on their work (both the parts and labour) for as long as you own your vehicle.

**Request an appointment**  
**0344 412 9988**  
[autoglass.co.uk](https://www.autoglass.co.uk)