

CALIBER AUTO GLASS

Caliber Auto Glass Limited Lifetime Nationwide Warranty

Your glass was replaced in accordance with auto glass industry standards using quality parts and adhesives that meet or exceed vehicle manufacturer requirements. The glass has been bonded to the vehicle using urethane adhesive that must be allowed to cure for sixty (60) minutes before the vehicle is driven. **When driving it is important that all passengers are properly restrained in accordance with vehicle manufacturer guidelines using lap and shoulder belts and that all safety equipment is functioning.**

Caliber Auto Glass stands behind the quality of its materials and workmanship through its Limited Lifetime Nationwide Warranty. Under the warranty, Caliber Auto Glass will replace any glass that (i) is damaged during installation due to Caliber's error or (ii) if there is a defect in the materials or installation. Furthermore, the warranty includes calibration of ADAS (Advanced Driving Assistance System) components where applicable. (*Additional details below.*)

Note: The Caliber Auto Glass warranty shall not apply where pre-existing conditions of the vehicle or vehicle components may compromise the glass installation. This includes corrosion or surface coating conditions which may compromise vehicle's integrity. Caliber Auto Glass will attempt to identify and inform vehicle owner or customer prior to any auto glass replacement, though in certain cases it may not be possible until the existing glass is removed from the vehicle.

Limited Warranty Details

All new auto glass installed by Caliber Auto Glass technicians is warranted by the Caliber Auto Glass Limited Lifetime Nationwide Warranty to be free from defects in materials or errors during installation of the auto glass part for as long as you own your vehicle. The warranty is subject to Limitations & Exclusions described below.

MAKING A WARRANTY CLAIM

Contact Caliber Auto Glass during normal business hours at 1-888-461-0010.

LIMITATIONS AND EXCLUSIONS

This warranty is limited to repair and/or replacement of the auto glass by an authorized Caliber Auto Glass technician. This warranty covers the original owner or customer whose name appears on the work order prepared by Caliber Auto Glass. The rights granted under this warranty may not be transferred or assigned.

Warranty coverage shall not apply if there is pre-existing damage or conditions such as corrosion or surface coating conditions compromising vehicle components supporting the windshield or glass to be replaced. Glass damage from causes beyond the reasonable control of Caliber Auto Glass or that is unrelated to defects in Caliber Auto Glass materials and workmanship is expressly excluded from the coverage under this warranty.

CALIBER AUTO GLASS

CALIBRATION EXCLUSIONS

When calibration of ADAS components is required as part of a Caliber Auto Glass warranty claim, verification that ADAS systems are correctly operating must be completed prior to any warranty work is to proceed. If any ADAS system is found to be inoperative, the customer, as stated on the original invoice, will be responsible to correct system operations and assume all costs of ADAS components, programming and calibration prior to authorized warranty operations. ADAS system calibration is only covered under the warranty when the windshield must be replaced. Repeated ADAS calibration after the initial repair is not covered by warranty.

Where Caliber Auto Glass is not able to perform the warranty service. Caliber Auto Glass will work with local companies to resolve warranty claims. Caliber Auto Glass reserves the right to approve any estimate of costs for warranty claims prior to warranty work being performed. Any cost deemed unreasonable above the original costs of materials and workmanship provided by Caliber Auto Glass may be subject to denial or alternative dispute resolution. **IF A DISPUTE ARISES RELATING TO CALIBER'S GLASS REPLACEMENT, CUSTOMER & CALIBER SHALL ATTEMPT TO SETTLE THE DISPUTE BY MEDIATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL MEDIATION PROCEDURES. IF NOT SETTLED BY MEDIATION, CUSTOMER & CALIBER AGREE THAT SUCH DISPUTE SHALL BE RESOLVED BY BINDING INDIVIDUAL ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL ARBITRATION RULES. A COPY OF SUCH RULES, A GUIDE TO THE APPLICABLE PROCEDURES AND INFORMATION NOTING THE NEAREST AMERICAN ARBITRATION ASSOCIATION LOCATION IS AVAILABLE AT www.adr.org/rules. CUSTOMER MAY ALSO CONTACT THE AMERICAN ARBITRATION ASSOCIATION AT 800-778-7879. ANY ARBITRATION AWARD RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. CLAIMS THAT ARE ARBITRATED ARE DONE SO ONLY ON AN INDIVIDUAL BASIS. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED ON A CLASS ACTION BASIS, IN A PURPORTED REPRESENTATIVE CAPACITY OR ON BEHALF OF THE GENERAL PUBLIC, OTHER CALIBER CUSTOMERS OR OTHER PERSONS.** Documentation must be provided for all warranty claims and warranty service completion.

In no event shall Caliber Auto Glass be liable for any damages including special, incidental, indirect or consequential damages, including but not limited to lost use, lost income, and costs associated in any way with your inability to use your vehicle due to the windshield and/or glass replacement and/or repair, even if Caliber Auto Glass had been advised of the possibility of such damages. This warranty is exclusive and in lieu of all other remedies. EXCEPT FOR THE EXPRESS WARRANTY DESCRIBED ABOVE, CALIBER AUTO GLASS, AND ITS AFFILIATES, PARENT COMPANIES, AND SUBSIDIARIES, MAKE NO REPRESENTATIONS AND GRANT NO ADDITIONAL WARRANTIES, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, BY STATUTE OR OTHERWISE, UNDER THIS AGREEMENT, AND CALIBER AUTO GLASS, AND ITS AFFILIATES, PARENT COMPANIES, AND SUBSIDIARIES, SPECIFICALLY DISCLAIM ANY OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, OR EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above

CALIBER AUTO GLASS

limitations or exclusions may not apply to you. To the extent that any part of this warranty conflicts with applicable state or federal law, Caliber Auto Glass will follow applicable law. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

PLEASE SAVE THIS DOCUMENT FOR YOUR RECORDS