



Service Level Agreement

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This Service-Level Agreement, effective as of July 2022, has been created by Automotive Glass Europe (AGE) in order to coordinate and facilitate work between members in the 21 countries who form part of the AGE network.

Our members' employees are the face of AGE and we place our trust in them to deliver the highest service possible in a fast and safe way.

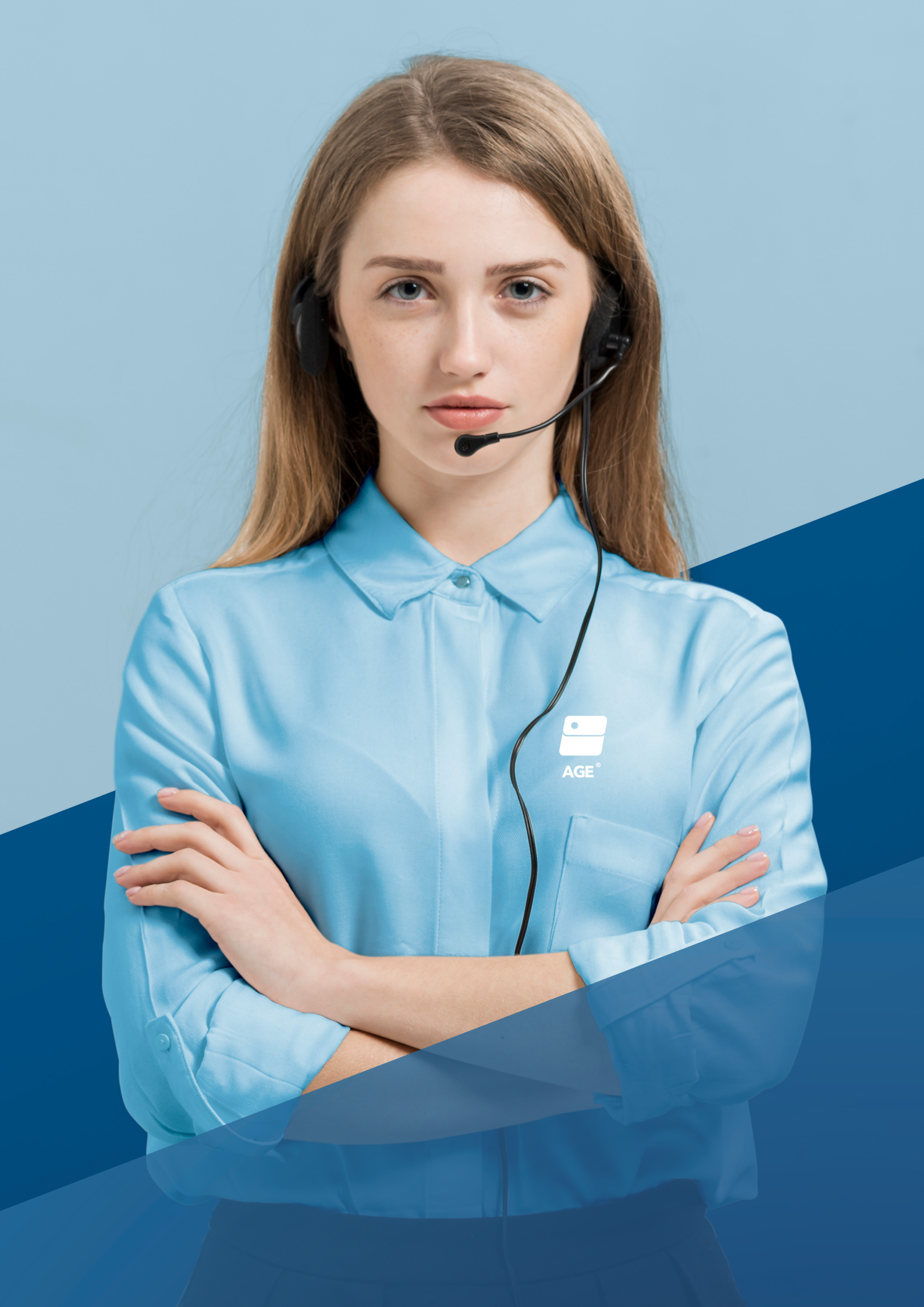
List of international services provided:

- Automotive Glass Repair
- Automotive Glass Replacement
- ADAS Recalibration
- Mobile Service

Members that provide these services:

- Touring Glass (Belgium)
- Autoglas Laakmann (Germany)
- Triplex (Latvia)
- Riis Bilglass (Norway)

- Glaskedjan (Sweden)
- 123autoklaas (Estonia)
- Autoboyz (South Africa)
- ExpressGlass (Portugal)
- 123Ruit.nl (Netherlands)
- Mr. Windscreen (Ireland)
- Autoglas Luxemburg (Luxembourg)
- 123tuulilasi (Finland)
- Vetrocar (Italy)
- DESA (Switzerland)
- National Windscreens (United Kingdom)
- GlassAuto Express (Morocco)
- Glass Service (Serbia)
- FGS Flota Glasservice (Poland)
- Ralarsa (Spain)
- FilisGlass (Greece)
- Autoglass Middle East LLC (United Arab Emirates)



AGE®

Terms & Conditions

Call Centres



General Measures

- All claims should be loaded onto the glass claim platform: <https://www.glassclaims.net/login>.
- In the case of global claims partnerships, and if the partner doesn't have access to AGE platform, the information needs to be sent by email.

AGE will notify all members and respective call centers of current and new partners, and their access to the platform.

- All claims can only be accepted throughout the platform – do not accept claims sent by email from other members.

- All notes and information should be completed in English - even when the other member speaks and/or writes in another language.
- It's important to monitor the platform, at least once a day, to confirm the status of pending claims.
- All call centres are responsible for informing AGE of any problems within the platform as soon as they encounter a problem.

Managing Directors

- Every member managing director must determine a person responsible to take care of AGE International jobs. This person should be fluent in English.
- Report to the AGE team any situation that might affect our image as a relevant player in our industry.

- International customers are as important as national customers, there is no distinction. We place our trust in you, to instruct their teams accordingly.

Call Centre Employee

- If the other member does not answer in the note section call them.

Only if justified, or when more than 72 hours has lapsed without a response, escalate the situation to the AGE team to address.

- It is mandatory to place all relevant information on the platform (note section).

Relevant information includes, but is not limited to:

- Possible damage before service is executed on the vehicle
- Customer having placed glue tape on the vehicle
- The automotive glass area showing evidence of corrosion or any other damage
- Customer having been to a competitor
- Possible service delays

- The claim is only considered complete after the proof of payment is uploaded and confirmed by the other member.
- Each member must rate the other member after the claim is complete. This information should be 100% based on the service of the other member on that particular claim. Prior experiences and personal issues should have no bearing on the rating.
- All extensive breaks in the windshield need to be reported to the insurance company and only after authorization is received should the service be completed.

Payment Terms

- International job pricing provided must be respected and followed for each individual job due to materials price differences.

If there are any concerns regarding the AGE pricing table, members' managing directors should raise con-

cerns to the AGE team so AGE can evaluate whether an update is required (last update: 20th January 2022).

- All AGE members need to pay within 48 hours (in working days) to the other member, after receiving payment from the insurer.

If the insurance company takes more than 1 month to provide proper payment, the member that requested the service needs to pay the other member upfront and collect the value afterward from the insurance company.

- All relevant costs need to be detailed in the note section, including but not limited to:

- Labor
- Glass
- Consumables
- Calibration

- After the proof of payment is uploaded, the other member has seven working days to confirm on the platform that the payment was correctly received.

Platform Support

- If additional platform logins are required, please contact marketing@automotiveglasseurope.com
- If assistance is required with the glass claims platform, please contact info@automotiveglass.com.

Global Lifetime Guarantee

- AGE Global Lifetime Guarantee is currently only valid for international jobs.
- The AGE Global Lifetime Guarantee is not valid if the customer has previous damage to the vehicle next to the automotive glass. This information needs to be noted in the glass claim notes.
- All information on the glass claim must be carefully noted. The customer will receive an AGE Global Lifetime Guarantee (by email), that uses the information captured automatically.

- Fill in the email contact information: explain to the customer that this is very important in order for them to receive their AGE Global Lifetime Guarantee.

Relevant information after the service is completed:

- If a customer presents an AGE Global Lifetime Guarantee, confirm the code in the AGE platform and verify all details.
- If the code the customer gives is not valid. Please request that they send their guarantee via email and forward it to info@automotiveglasseurope.com so the details on file can be validated.
- Please review the AGE Global Lifetime Guarantee conditions before accepting the job (Annex I)
- Our guarantee is not applicable for damages caused by external factors, such as but not limited to: chips; accidents; robbery; fire; climate, and; use of any substance that might damage glass.

- Our guarantee is not applicable to damages and/or malfunctions of other components of the vehicle caused by shrapnel or breaking glass such as but not limited to: luggage locks; ventilation systems, and; door locks.
- Our guarantee also expires if the customer does a repair or replacement at any other entity.
- Should an update be done to the guarantee, AGE will inform all members.

Time of response/action

- After the claim is created, the member has 2 hours to call the customer and 72 hours to complete the job. Weekends, bank holidays, and country shutdowns are not included.
- If the member can not adhere to these deadlines they should indicate on the notes the reasons why the deadlines cannot be met so the other member is kept updated.

This is an important step to keep the customer informed and avoid any possible complaints.

Valid reasons why the service cannot be done in 72h on working days can include external factors, such as stock, customer availability and service capacity.

Notifications

When a glass claim is created the other member receives the following notifications:

- 1st email notification: when claim is created
- 2nd email notification: after 2hours alert to call the driver
- 3rd email notification: after 72 hours, if claim is not completed
- Every time a note is made on the platform, the other member will receive a notification

Ratings

The rating was created to evaluate our international call centers' performance, and to continue to deliver and maintain the best service possible for our global customers.

Once the claim is completed, both members will receive a notification to rate the other member.

- Each member managing director will receive a quarterly rating report
- Only global ratings and jobs will be shared with all members.
- At the end of the year, the call center with the best rating and most number of jobs completed will receive an award (to be defined and communicated by AGE team by end-November 2022).
- Should any member continuously receive a low average monthly rating (1star), AGE will take measures to rectify.

Customers Complaints

A customer or insurer can contact AGE with a complaint through various channels including email, social media, website, phone call or surveys.

The general rule is that all customer complaints need to be written and contain photographs to support that statement.

These complaints need to be placed in the AGE glass claims platform note section and registered in our members' systems.

- Complaints should be responded to within 5 working hours and the relevant customer should be informed of any updates.
- Our teams need to conduct an internal investigation to analyze the root cause of all complaints.

Depending on the cause, the complaint can escalate in various ways, for example to the technical or franchise team, to try to avoid a similar complaint in the future.

- All members need to follow the contract requirements from each individual partner/customer, with their agreed SLAs or any other regulations that their insurance companies have.
- The complaint should be followed to a satisfactory conclusion and feedback provided to both the customer and the insurer.
- All complaints should be tracked and analyzed within 15 days.
- All AGE International Jobs have a global lifetime guarantee. Please consult our conditions, while analyzing the complaint (Annex I)
- AGE members should always contact the other member first to solve the problem directly between them. Only if urgent, or when intervention is required, should complaints be escalated to the AGE team.
- If the service was not completed correctly, the member that conducted the service must pay for the extra cost of the new service.

- Every time that there is a complaint, where an AGE member is at fault, the problem should be solved with our customer first.

- a) If the glass has a defect, it should be exchanged for a new one.

- b) If any damage was done to the vehicle, and it cannot be solved by the member (painting, damage to the vehicle linings, etc) ask for assistance and pay the invoice directly with the local entity.

- Every time there is a delay in the arrival of materials (automotive glass), or service capacity challenges, the customer should be contacted to keep him/ her informed. This measure is an important step to avoid complaints and increase customer satisfaction.

- Time of response: if the service takes more time than necessary and no information and/ or justification is present in the note section, the member that is providing the service is responsible for any complaint lodged by the customer.

If the information is correctly noted in the note section, both members need to pay (50%). This is applicable due to the language barrier.

- It is important to offer the customer a proper response and quick action. If necessary, the member should pay the compensation and collect it later from the other member. We should always take priority to customers'/partners experience and satisfaction.



Workstations



General Measures

- Our glass professionals need to use appropriate clothing and protective materials, such as gloves and shoes.
- All safety measures need to be respected.
- All customers need to be respected regardless of race, gender, and religion.

Please consult the AGE Code of Conduct and act accordingly.

Before the service begins:

- All glass professionals should verify all damages present in the vehicle before the service starts and in the presence of the customer.
- It is mandatory that every time that the customer vehicle has any visible defect or problems this be noted in the members internal systems and AGE glass claims platform.
- Verify if the vehicle has any defect in the area of the fitting or visible damage to the vehicle that might impact the service and its quality.
- If any defect is identified, inform the customer that s/he needs to treat it before the service begins. If not, the Global Lifetime Guarantee will not be activated
- If the customer wants to continue the service, contact the call centre to inform them. They need to note this information in the AGE glass claims platform.

- We recommend that either the AGE Checklist (annex II) be completed, or that Inspektlabs, or similar entity, reports be inputted into AGE international glass claims platform.

Ask the call centres assistance to complete this necessary step.

- All other defects in the vehicle should also be noted in our members' systems and AGE glass claims platform.

This step is important to prevent any possible issues after the service is complete.

- If the customer placed glue tape near the automotive glass, please inform the customer that removing it, it might damage the vehicle paint.

Inform the customer that liability for the damage will not be assumed because it was the customer that placed the glue tape.

Take pictures before and after the glue is removed and note information in the member systems and glass claims platform (call centres in the note section).

- It is mandatory that all damage be reported to the insurance company, including unusual damage (extensive break). Ask call centre for assistance to do this necessary step.
- The service is considered complete after the customer views vehicle and if they do not detect any visible damage created by the service.

If the customer does not make any observation, or complaint when receiving the vehicle, it is assumed that there are no defect or visible damage to the vehicle.

This step prevents the customer from laying a complaint in the future.

Cleaning

- Members need to collect and clean all visible glass that is present in the vehicle as a direct result of the glass replacement, or crash, for our and the customer's security. Be especially careful in the driver's location. This excludes glass in the door panels and locking mechanisms.
- The vehicle needs to be sanitized before and after a glass service, according to each country's guidelines.
- If a repair is done, a windshield clean needs to be completed once the service is done.

Global Lifetime Guarantee

- When a customer goes directly to the store to activate the AGE Global Lifetime Guarantee, contact the call centre to confirm its validity.

- Inform the customer before a claim of all the conditions that may invalidate the global lifetime guarantee.
- All complaints need to be written with images to support the statement and sent to the team responsible. If there is no team designated for this purpose, please contact the call centre.
- In case of a complaint, please have in mind that any “extra service” needs to be authorized first. Same situation with global lifetime guarantee activation.

Replacement

Managing Directors

- “We replace all types of automotive glass of your vehicle”. If this isn’t possible, this situation needs to be reported to the AGE team.
- If particular services are not offered please to report this to AGE team.

Glass Professionals

- Every time that is possible and justified, implement an acrylic to the vehicle of the customer (small triangle near the door) especially in cases where the replacement will take some time.

- When a customer has a vehicle with plastic materials on the inside (for example doors) the material can break during a replacement.

Inform the customer of this possibility and inform them that AGE will not be responsible for any damage and associated costs.

Please ask the customer to sign the document attached (Annex II). Once signed, the service can proceed.

- All AGE protocols need to be followed correctly.

Repair

- Repair Before Replace Policy: where possible always repair the automotive glass instead of replacing it to contribute to the preservation of the environment and its natural resources
- Actively alert drivers to the timely repair of minor damage in order to prevent a windscreen replacement thus reducing the environmental burden
- Consult with fleet and leasing partners to encourage proactive minor damage repair to prevent replacements.
- If possible, explain to the customer the benefits of an automotive glass repair vs. replacement and have flyers/posters about this.

Managing Directors

- “Repair vs. Replacement”: every time a repair is possible and is not executed please collect the information and the reason why it was not done

ADAS recalibration

Glass Professionals

- Recalibrate all vehicles that have this system after a replacement. Explain to the customer why it is necessary and always recommend it.
- Rain sensors in 95% of the cases do not need recalibration or replacement after the windshield is replaced. Once the service is complete, our glass professionals need to verify if the sensor is working correctly. If it is not, change the sensor gel so that it allows transmission.

If it still is not working correctly, recalibrate first, and only if it is really damaged replace it. Repair always first, if not possible, replace.

Call Centres

- Place the ADAS recalibration certificate in our glass claims platform if available.

Annex I

Global Lifetime Guarantee Conditions



AGE grants its customers Global Lifetime Guarantee on automotive Glass Repair or Replacement Services under the following conditions:

- Repair Services: if the repair is not successful, showing a defect in the provision of the service, AGE will deduct the amount paid for the repair, in the replacement of the glass.
- Replacement Services: if it is found that there is a defect in the glass or in the service, AGE undertakes to replace the glass or reassemble it to solve the problem. In the event of a glass defect, the product manufacturer's warranty will be activated, in accordance with the stipulated legal deadlines.

In the event of a defect in the provision of the service, AGE will bear the costs of replacement.

This warranty is valid in all active AGE members workstations.

How to Activate the Warranty

- To use the warranty, customers should, when an event arises, activate in one of the 3 ways described below:
- Contact in writing, through the info@automotiveglas-seurope.com;
- Contact by phone, any active AGE member;
- Presentation of this warranty at any AGE workstation.

Warranty Exclusions

This warranty ceases to be effective if the following situations are identified:

- The complaint presented is due to corrosion in the bodywork;
- The vehicle has changed owner (this warranty is personal and non-transferable, and its application is automatically excluded if the vehicle is sold to third parties);
- Existence of clear evidence that the vehicle was

intervened (in the glass area) by entities other than AGE members;

- This guarantee does not include the reimbursement of other expenses (such as deprivation of use of the vehicle, loss of remuneration, damage to time, expenses with travel and verification of liability in the event of a defect, with third parties or experts, among others).

Annex II

Checklist

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- It is mandatory that either the AGE Checklist (annex II) be completed, or that Inspektlabs, or similar entity, reports be inputted into AGE international glass claims platform.

VEHICLE CHECKLIST

DRIVER NAME:

PHONE NUMBER:

WORKSTATION:

RECEPTIONIST NAME:

VEHICLE ARRIVAL TIME: :

VEHICLE DETAILS - GENERAL CONDITIONS OF VEHICLE BEFORE THE SERVICE

TYPE OF VEHICLE:	LIGHT ☐	COMMERCIAL ☐	HEAVY ☐	OTHER		
TYPE OF SERVICE:	REPAIR ☐	REPLACE:	WS ☐	LT ☐	TG ☐	OTHER
LICENSE PLATE:	MAKE:	MODEL:	YEAR:	KM:		
SERVICE SENT BY:						

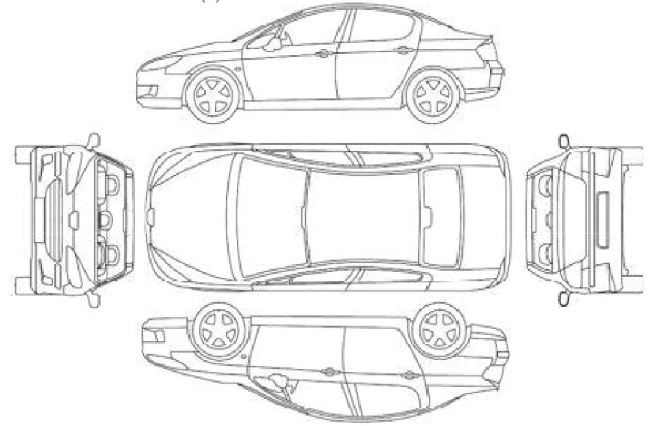
PRE INSPECTION - GENERAL VEHICLE CONDITION - BEFORE SERVICE

SCRATCHED 1	DENTED 2	BROKEN 3	MISSING PIECES 4	RUST 5
OTHER DAMAGES (DESCRIBE) 6				

EQUIPMENT AND ACCESSORIES (OK/NOT OK, IDENTIFY THE DAMAGE)

MARK THE FIGURE BELOW WITH CORRESPONDING NUMBER(S)

WINDSHIELD (WS)	SENSORS:	
	WIPER BLADES:	
	GRID:	
	DASHBOARD:	
LATERALS (LT)	PILLARS:	
	WINDOW ROLLER:	
	INSIDE DOOR:	
TRUNK GLASS (TG)	LOCK:	
	WIPER BLADE:	
	LOCK:	
TRUNK DOOR PLASTIC:		


OTHER DAMAGES

AGE IS NOT RESPONSIBLE FOR ANY OBJECT LEFT INSIDE THE VEHICLE, WHICH HAS NOT BEEN DECLARED AND DESCRIBED WHEN ENTERING THE STORE. DID THE DRIVER INDICATE THERE ARE GOODS TO REPORT? YES ☐ NO ☐

ASSETS SIGNED _____

THE USER OF THE VEHICLE HAS BEEN ADVISED OF ANY VISIBLE DAMAGE THAT MAY AFFECT THE QUALITY OF THE SERVICE PROVIDED BY AGE
YES ☐ NO ☐

DRIVER SIGNATURE:

REPLACED/COMPLETED ITEMS

ITEM:	YES	NO	ITEM:	YES	NO	COMMENTS
GLASS REPAIRED?	☐	☐	GLASS CLEAN?	☐	☐	GLASS TECHNICIAN NAME:
GLASS REPLACED?	☐	☐	VEHICLE INTERIOR VACUUMED?	☐	☐	
SENSORS CHECKED?	☐	☐	INTERIOR PILLARS/PANELS CHECKED?	☐	☐	
WIPER BLADES CHECKED?	☐	☐	DASHBOARD CHECKED ?	☐	☐	KMS:
WINDOW ROLLER CHECKED?	☐	☐	WINDSHIELD STICKERS?	☐	☐	HOUR:
GRID CHECKED?	☐	☐	REARVIEW MIRROR ALIGNED?	☐	☐	DATE:

I DECLARE THAT I HAVE RECEIVED THE VEHICLE, WITH ALL EQUIPMENT AND ACCESSORIES, IN GOOD CONDITION.

DRIVER COMMENTS:

DRIVER SIGNATURE:



21 Countries



2 000 Workstations



2 000 Mobile Units



7 000 Glass Professionals