

NRMA AutoGlass

Our terms and conditions



Terms and Conditions

Member Discount

20% discount applies to NRMA AutoGlass services including windscreen repairs and replacements, side and rear glass replacements and is automatically discounted off the recommended retail price at the time of payment.

\$99 chip repair price is available to NRMA Members with any subsequent chip repairs conducted in the same transaction are \$45 each thereafter.

Non-members pay \$123.75 for the first chip repair and \$56.25 for every subsequent chip repair in the same transaction.

Warranty Information

This warranty is given by Glass Assist Pty Ltd (ABN 98 129 340 174) trading as NRMA AutoGlass ("NRMA AutoGlass") of 211A Walters Road, Arndell Park NSW 2148. NRMA AutoGlass is contactable by phoning 1300 727 514.

1. Consumer Guarantees

The benefits given to you by this warranty are in addition to other rights and remedies you may have in relation to the goods to which this warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. Warranty

NRMA AutoGlass provides you with a lifetime warranty on workmanship and materials for as long as you own the vehicle. During the warranty period, subject to the exclusions as detailed below, if a windscreen or window NRMA AutoGlass has fitted to your vehicle leaks or is faulty due to our workmanship or materials, NRMA AutoGlass will rectify the problem free of charge. NRMA AutoGlass's warranty does not cover faults caused by: physical damage (including impact damage); your neglect or negligence; abuse, misuse of your vehicle; driving your vehicle or removing the masking tape before the expiration of the curing time specified on the front of this invoice; pre-existing faults in your vehicle (including rust and corrosion); or fair wear and tear.

It is possible that during the repair process the glass can crack and become unrepairable. If this happens, NRMA AutoGlass will not charge for the repair. If the repaired chip subsequently cracks, at your option, NRMA AutoGlass will refund the paid cost of the repair or deduct the paid cost of the repair from the cost of a new windscreen. Whilst NRMA AutoGlass takes necessary precautions to prevent any damage to your vehicle during the course of any work being carried out, NRMA AutoGlass is not responsible for any loss or damage to your vehicle except to the extent that such loss or damage is caused by the negligence of NRMA AutoGlass or its contractors.

3. Warranty Claim Procedure

To make a warranty claim, call NRMA AutoGlass on 1300 727 514. Please note that the claim will not be allowed unless proof of purchase (e.g. invoice) is provided. You may need to take your vehicle to a service centre designated by NRMA AutoGlass. If you are not an NRMA Member at the time the warranty claim is made, a service fee may be charged if roadside assistance is provided.

4. Privacy Notice

National Roads and Motorists' Association Limited (NRMA) and Glass Assist Pty Ltd collect your personal information to provide the products and services you have requested, to administer and manage the warranty on any NRMA car part unit purchased and to perform marketing and administrative functions including but not limited to invoicing, receipting, debt collection, accounting and handling complaints. The personal information you provide will be used in accordance with the Privacy Act 1988 (Cth).

For further information, please see:

- NRMA's Privacy Policy available at www.mynrma.com.au or by calling 1300 727 514;
- Glass Assist's Privacy Statement available at www.glassassist.com.au or by calling (02) 8822 1900

