

# Vero and O'Brien® Glass are making windscreen repairs more convenient.



Lodging claims for windscreen and other auto glass repairs is made simple and hassle-free thanks to our partnership with O'Brien® Glass.

You will benefit from a range of practical advantages, all of which boost the level of service we can offer.

Contact Obrien Glass direct on 1800 027 403

## Key benefits:



Skip the wait, speak direct with O'Brien Glass to arrange a date and time to complete the repair



Materials meet both Australian Design Rules and Australian Standards



Repairs authorised by us come with a lifetime guarantee



O'Brien® Glass is contactable 24/7 and its network covers roughly 97% of Australia's population

## FAQs:

### Is it difficult to lodge a claim?

- No - Call direct to O'Brien Glass on 1800 027 403. O'Brien Glass will take care of the entire process on our behalf including arranging for a date and time to complete repairs.

### What if I want to use my own repairer?

- If you select your own repairer, contact Vero on 1300 888 073 to lodge your claim and you can submit your invoice for a fair and reasonable assessment. Vero will then cash settle the standard retail rate that repairs would cost through O'Brien Glass. In many cases, this results in an out-of-pocket expense for you equal to the price differential.

### Is your vehicle warranty (including extended warranty) affected?

- No - If a replacement is required, your vehicle warranty will not be impacted. Furthermore, Vero offers a lifetime guarantee on all repairs authorised by Vero which follows the vehicle even if sold.

### Will Vero use genuine parts for replacement?"

- O'Brien Glass use only reputable glass suppliers, many of whom supply to vehicle manufacturers.
- If a replacement is required, Vero will replace the glass manufactured to Australian Design Rules and Standards.

[www.vero.com.au/claims](http://www.vero.com.au/claims) or  
call 1300 888 073

O'Brien Glass  
1800 027 403

### What information will Obrien Glass request?

- Make/model/rego
- Contact details
- Vin number (may be required to assist in sourcing the correct glass).
- Date & Time of Loss
- Vero Policy Number