

# 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.

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

## Key benefits:



O'Brien® Glass will contact the customer within four business hours to arrange a date and time to complete the repair.



Materials meet both Australian Design Rules and Australian Standards.



Repairs come with a lifetime guarantee.



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

## FAQs:

### Is there a difference between 'after-market' and 'genuine' glass?

- ▼ After-market is unbranded glass made to the manufacturers specifications meeting required Australian Design Rules and Standards. If it is not available, O'Brien® Glass will use the manufacturer's original glass.
- ▼ O'Brien® Glass use only reputable glass suppliers, many of whom supply to vehicle manufacturers.

### Is it difficult to lodge a claim?

- ▼ No - Contact us first to lodge a windscreen claim and O'Brien® Glass will take care of the entire process on our behalf. This includes calibration of ADAS technology ('smart windscreen') if applicable. If O'Brien® Glass can't do this, they'll arrange a technician and/or dealer who can.
- ▼ O'Brien® Glass will contact the customer within 4 business hours to arrange a date and time to complete the repair.
- ▼ Repairs take no longer than at any other one-stop shop.
- ▼ O'Brien® Glass' approved repairer network covers 97% of Australia's population and is contactable 24/7.
- ▼ Most windscreen chips can be repaired within 30 minutes and the vehicle is immediately drive-able.

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

- ▼ No - In fact, the ACCC reported that statements by vehicle manufacturers that 'only dealers authorised by the manufacturer' and 'original equipment parts must be used' could face penalties for contravening Australian Consumer Law.

### Are O'Brien® Glass repairs guaranteed?

- ▼ The windscreen comes with a lifetime guarantee on both product and workmanship.
- ▼ Some repairers only offer limited (1 year) warranty/guarantee.

### How do they maintain affordable premiums?

- ▼ Vero and O'Brien® Glass have agreed on competitive rates – backed by the O'Brien® Glass quality guarantee.

### What if the customer selects their own repairer?

- ▼ If the customer selects their own repairer, they can submit the paid 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 the customer equal to the price differential.

Contact us first  
(24 hrs / 7 days per week)

1300 888 073



Committed to your success