

Net Auto Glass website policy replacement

Prepared October 6, 2026. The two sections below are separate website pages. Replace the existing content at the indicated URLs after legal and operational review. The publication notes at the end are not part of either public page.

Privacy Policy

Effective date: October 6, 2026

Website: <https://netautoglass.com/privacy-policy/>

Net Auto Glass respects your privacy. This Privacy Policy explains how Net Auto Glass collects, uses, protects, and shares personal information when you visit our website, request pricing, schedule service, communicate with us, or use our auto glass services. It also explains our text messaging practices and your choices.

Information we collect

We may collect:

- **Contact and identity information:** name, email address, phone number, mailing or service address, and business or fleet contact details.
- **Vehicle and service information:** vehicle identification number (VIN), year, make, model, license plate or unit number, photos, damage description, service requests, appointment details, location, service history, warranty inquiries, and insurance or claim details you provide.
- **Payment and transaction information:** billing details, invoices, payment status, and limited payment information needed to process a transaction. Payment card information may be processed by our payment provider rather than stored by us.
- **Communications and preferences:** emails, calls, texts, chat messages, customer support requests, feedback, reviews, marketing preferences, and records of SMS opt-in, consent, and opt-out, including the date, time, source, and applicable consent language.
- **Website and device information:** IP address, browser and device type, operating system, referring pages, website activity, approximate location derived from IP address, and cookies or similar technologies.

We collect information directly from you, automatically through the website, and from people or organizations involved in your service, such as a fleet manager, insurer, referral provider, or scheduling partner.

How we use information

Net Auto Glass uses information to provide pricing and services; confirm vehicle and glass details; schedule and complete appointments; communicate about service, rescheduling, arrival, and support; process payments and insurance matters; maintain service and warranty records; improve our website and operations; prevent fraud; comply with law; and send marketing only where permitted and subject to your choices. We may use automated systems, including AI assisted tools, to help respond to inquiries and manage scheduling. A person can be contacted through the methods below if you need assistance.

Text messaging and mobile information

Net Auto Glass sends SMS messages only to customers who have explicitly opted in to the applicable messaging program. An inquiry, purchase, or provision of a phone number alone does not enroll you. We maintain consent and opt-in records. Consent to receive texts is not a condition of purchasing our services. Service messages may include appointment confirmations, reminders, rescheduling updates, technician or service updates, and customer support communications. Promotional texts, if offered, require a separate appropriate opt-in.

Message frequency varies based on your requests and appointments. Message and data rates may apply. Reply **STOP** to any Net Auto Glass text to opt out at any time. We will send a confirmation of your opt-out and stop sending messages covered by that opt-out, except as permitted to confirm or honor your request. Reply **HELP** for assistance or contact us at **HR@NETAUTOGLASS.COM** or **614-604-7068**. Wireless carriers are not liable for delayed or undelivered messages. Net Auto Glass will operate its SMS program in compliance with applicable law, including the Telephone Consumer Protection Act (TCPA).

No mobile information, including phone numbers, SMS opt-in data, or consent records, will be shared with third parties or affiliates for their marketing or promotional purposes. We may provide the information necessary to our SMS technology providers solely to operate and deliver our messages under our instructions; those providers may not use it for their own marketing or promotional purposes.

When we share information

We may share information as reasonably necessary with service providers that perform work for us, such as payment processors, website hosts, analytics providers, scheduling and customer management providers, SMS and communications providers, glass suppliers, insurers or claims administrators, and technicians or subcontractors performing your service. We may also disclose information to comply with law, protect rights and safety, or in connection with a business transaction. We require providers to use information for the services they perform and to protect it appropriately. The restriction on mobile information and SMS opt-in or consent records for third-party or affiliate marketing and promotional purposes applies to every category above. We do not sell SMS opt-in or consent information.

Cookies and website activity

Our website may use cookies and similar tools to operate, remember preferences, understand traffic, and improve the site. You can adjust browser controls to limit cookies, although some features may then work differently. Third-party websites linked from ours have their own privacy practices.

Retention and security

We retain personal information for as long as reasonably needed for service, customer support, business records, consent documentation, legal obligations, dispute resolution, and enforcement of agreements. Retention periods vary by record type and applicable law. We use reasonable administrative, technical, and physical safeguards to protect information, including access controls and service provider oversight. No method of electronic transmission or storage can be guaranteed 100% secure.

Your choices and privacy requests

You may request access to, correction or updating of, or deletion of your personal information by emailing **HR@NETAUTOGLASS.COM**. You may also withdraw consent where processing relies on consent. We will

evaluate and respond under applicable law and may need to verify your identity or retain information required for transactions, legal compliance, or other permitted purposes. You can unsubscribe from marketing emails using the link in those emails or by contacting us. You can opt out of SMS by replying **STOP**. Withdrawing marketing consent does not affect service communications that are otherwise lawful, but SMS will be sent only within the consent and choices described above.

Children

Our website and services are not directed to children under 13. The SMS program is available only to people age 18 or older. Contact us if you believe a child provided personal information without appropriate authorization.

Changes to this policy

We may update this Privacy Policy. We will post the revised version here and update its effective date. Material changes will be communicated when required by law.

Contact Net Auto Glass

Net Auto Glass

6111 East Main Street, Columbus, OH 43213

HR@NETAUTOGLASS.COM

614-604-7068

Terms and Conditions

Effective date: October 6, 2026

Website: <https://netautoglass.com/terms-and-conditions/>

These Terms and Conditions govern your use of the Net Auto Glass website, online requests, and communications. By using the website or requesting service, you agree to these Terms. Any signed service agreement, government contract, fleet agreement, written estimate, or specific warranty terms govern the relevant service if they conflict with these general website Terms.

Website and service information

Website content describes services generally and may change. Availability, glass selection, appointment time, final pricing, insurance coverage, and any calibration needs depend on the vehicle, location, inspection, parts availability, and the written service details confirmed with you. An online pricing request is not a binding final price or promise of same-day service. Please provide accurate vehicle, contact, and service information and confirm that you are authorized to request work on the vehicle.

Payment terms, cancellation arrangements, insurance billing, and applicable warranties will be provided in the specific service documents or agreement. Nothing here reduces rights you have under applicable consumer law or a written Net Auto Glass warranty.

Acceptable use and website content

Do not misuse the website, interfere with its operation, attempt unauthorized access, submit false information, or use its content unlawfully. The Net Auto Glass name, website text, images, logos, and other materials are owned by Net Auto Glass or used with permission and may not be copied or used commercially without authorization. External links are provided for convenience; the linked sites are responsible for their own content and policies.

SMS Messaging Terms & Compliance

Program and messages. The Net Auto Glass SMS program provides text messages about requested auto glass service, including appointment confirmations, reminders, rescheduling, technician or service updates, and customer support communications. Some messages or replies may be generated or assisted by automated systems, including AI. If Net Auto Glass offers promotional texts, those require a separate applicable opt-in. Do not send payment card details or other sensitive information by text.

Eligibility and consent. You must be at least **18 years old** and the subscriber or authorized user of the mobile number you provide. We send SMS messages only after you explicitly opt in to the applicable program, and we retain a record of that consent. Agreeing to receive texts is not required to buy anything from Net Auto Glass. Please tell us if your mobile number changes so messages are not sent to someone else.

Opt out. Reply **STOP** to any Net Auto Glass text to opt out at any time. You will receive a confirmation of the opt-out. After that, we will stop texts covered by the opt-out unless you explicitly opt in again, subject to any legally permitted confirmation or response to your request.

Help. Reply **HELP** for assistance. You may also contact Net Auto Glass at **HR@NETAUTOGLASS.COM** or **614-604-7068**.

Frequency, charges, and delivery. Message frequency varies with your requests and appointments. Message and data rates may apply according to your wireless plan. Wireless carriers are not liable for delayed or undelivered messages. Delivery is subject to your carrier, device, and network availability.

Privacy and compliance. See our [Privacy Policy](<https://netautoglass.com/privacy-policy/>) for information about collection, use, and protection of mobile data and consent records. Net Auto Glass will operate the SMS program in compliance with applicable laws and regulations, including the TCPA. No mobile information, including phone numbers, SMS opt-in data, or consent records, is shared with third parties or affiliates for their marketing or promotional purposes.

Disclaimers and responsibility

We strive to keep website information accurate and available, but the website may contain errors or interruptions. To the extent permitted by law, the website is provided as available without a guarantee of uninterrupted access. Net Auto Glass is responsible for its services as stated in the applicable service agreement and warranty; these website Terms do not replace those commitments. Nothing in these Terms excludes liability that cannot lawfully be excluded.

Changes and contact

Net Auto Glass may update these Terms by posting a revised version with a new effective date. Continued website use after an update means you accept the revised Terms, to the extent permitted by law. For

questions about these Terms or the SMS program, contact:

Net Auto Glass

6111 East Main Street, Columbus, OH 43213

HR@NETAUTOGLASS.COM

614-604-7068

Publication notes for Net Auto Glass and its website team (not public page text)

1. Publish the sections as two separate pages at their existing URLs and use **Net Auto Glass** consistently in headings, copy, opt-in forms, and automated SMS replies. Confirm with counsel whether the website should also identify the registered legal entity, which may differ from the brand name.
2. Before activation, verify the stated contact email and phone receive support requests and that the mailing address is the correct public privacy contact. Verify every description of actual data use, vendors, retention, security, AI use, and service practices. A policy must match operations.
3. Place visible Privacy Policy and Terms links next to an unchecked SMS consent checkbox. Suggested service opt-in text: "I agree to receive texts from Net Auto Glass about my inquiry, appointment, service updates, and support, including automated or AI assisted messages. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help. Consent is not a condition of purchase. Privacy Policy | Terms and Conditions." Link those last two phrases to the live pages. Use a separate unchecked checkbox and separate consent text if promotional texts are sent.
4. Store the exact consent wording, date and time, source/form, phone number, and opt-out history. Configure STOP to cease messages and return one confirmation, and HELP to return support contact details. Test those flows and ensure no promotional use of mobile/opt-in data by partners.
5. Ask counsel to review before publication, particularly the legal entity name, multistate and Nairobi coverage, insurance and warranty terms, and whether the actual AI messaging and vendor contracts match these statements. Policy text alone does not enroll a texting campaign or guarantee carrier approval.

Research used as a coverage benchmark (not website copy)

- Current Net Auto Glass pages: <https://netautoglass.com/privacy-policy/> and <https://netautoglass.com/terms-and-conditions/>
- Safelite Terms and Privacy Policy: <https://www.safelite.com/terms-of-service> and <https://www.safelite.com/safelite-group-privacy-policy>
- Auto Glass Now Mobile Terms: <https://www.autoglassnow.com/mobile-terms/>
- Glass America Terms: <https://www.glassusa.com/terms-of-service/>
- Microsoft 10DLC registration guidelines for opt-in, HELP, and STOP examples: <https://learn.microsoft.com/en-us/azure/communication-services/concepts/sms/ten-digit-long-code-guidelines>

This is original draft language informed by the coverage of those public pages and the requirements supplied by Dane. It is not a copy of any competitor's policy.