

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 with Net Auto Glass. Net Auto Glass is headquartered in Columbus, Ohio and serves customers through locations listed on our website, including Columbus and Phoenix. By using the website or requesting service, you agree to these Terms. Any signed service agreement, government contract, fleet agreement, written service authorization, or specific warranty terms govern the relevant service if they conflict with these general website Terms. Our [Privacy Policy](#) explains our information practices.

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. Services and mobile coverage vary by location; the [Contact Us page](#) lists current locations and numbers. An online pricing request is not a binding final price or promise of same-day service. Please provide accurate vehicle, contact, insurance, and service information and confirm that you are authorized to request work on the vehicle.

Pricing, scheduling, payment, and insurance

We will confirm the work and applicable price before service. A price can change if vehicle details, the selected glass, hidden damage, required parts, or manufacturer procedures differ from the information initially supplied; we will explain a material change before additional work. Appointments depend on parts, vehicle access, weather, equipment, and technician availability. Please remove valuables and provide safe access to the vehicle. Any cancellation or rescheduling charge must be disclosed when you book or in your specific service agreement.

Payment is due under the terms provided for your job. If you use insurance, coverage, approval, deductible, and any amount not covered are determined by your policy and insurer; Net Auto Glass does not guarantee coverage or payment by an insurer. Applicable fleet or government contract terms take priority for those accounts.

Repairs, calibration, and warranty

The appropriate glass and procedure depend on the vehicle and its equipment. Some vehicles require scanning, ADAS calibration, or other steps after glass work. Calibration can depend on vehicle condition, alignment, road markings, weather, and manufacturer requirements. A separate fault or condition may require further diagnosis or repair. We will explain material findings and available next steps. Follow any safe drive-away time and post-service instructions we provide.

The written warranty supplied for your service controls its coverage, duration, and exclusions. Website descriptions do not expand or replace that warranty. Nothing in these Terms limits rights that applicable law does not permit us to limit.

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 may also contact us by email or phone, and we will honor other reasonable requests to stop texts as required by law. You will receive one nonpromotional confirmation of a text opt-out. After that, we will stop texts covered by the opt-out unless you explicitly opt in again.

Help. Reply **HELP** for assistance. You may also email Net Auto Glass at inquiry@netautoglass.com or call the appropriate location number on our [Contact Us page](#).

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](#) 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. We do not sell or share mobile information, including phone numbers, SMS opt-in data, or consent records, with third parties or affiliates for 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

Headquarters: 6111 East Main Street, Columbus, OH 43213

inquiry@netautoglass.com

[Contact Us and current location phone numbers](#)