



WINDSHIELD REPAIR AUTHORIZATION & WAIVER

CUSTOMER NAME	PHONE	DATE
VEHICLE YEAR / MAKE / MODEL	VIN (LAST 8)	WORK ORDER #
DAMAGE TYPE & SIZE	LOCATION ON GLASS	SERVICE LOCATION

PLEASE READ BEFORE WE BEGIN. Your windshield is already damaged. Windshield repair restores structural strength to damaged glass and reduces the chance the damage spreads. **It is not a cosmetic restoration and it is not a replacement.** We would rather turn down a job than hand you back a windshield you are unhappy with — so please ask us anything before signing.

- 1. Risk that the damage may spread**
Repair requires probing, sometimes drilling, applying vacuum and pressure, injecting resin, and curing with ultraviolet light. Any of these — along with temperature change, vibration, hidden stress in the glass, contamination, the age of the damage, a prior repair attempt, or the original impact itself — may cause the chip or crack to spread during or after the repair. **This is an inherent risk of repairing glass that is already broken, and it can happen even when reasonable care is used.**
- 2. Appearance and result**
We make no promise that the damaged area will disappear or become cosmetically perfect. A blemish, haze, reflection, pit, visible legs, or slight distortion may remain. Results vary with the age, size, type, location, moisture, and cleanliness of the damage. Most repairs improve appearance substantially, but improvement is not guaranteed. We may stop the repair at any point if we judge that continuing is unsafe or unlikely to succeed.
- 3. Authorization to perform the repair**
You authorize Southern Shield Glass Co. LLC and its technicians to inspect the damage and attempt a repair using customary tools and procedures, including cleaning, probing, drilling where reasonably necessary, applying vacuum or pressure, injecting resin, ultraviolet curing, and finishing the surface flush with the glass. You confirm you have disclosed any prior damage, prior repair attempt, or known condition of this windshield, and that you are the owner of the vehicle or are authorized to approve this work.
- 4. Repairs are performed to the national standard**
All work is performed in accordance with **ANSI/AGSC/NWRD/ROLAGS 002-2022**, the American National Standard for Repair of Laminated Automotive Glass. That standard defines what is safely repairable. If your damage falls outside it, we will tell you and recommend replacement instead — at no charge.
- 5. Limited release for inherent repair risks**
To the fullest extent permitted by Alabama law, you accept the inherent risks described above and release Southern Shield Glass Co. LLC, its owner, employees, and agents from claims for crack propagation, additional breakage, or cosmetic dissatisfaction arising from the pre-existing damage or from the ordinary repair process, even when reasonable care is used. **This release does not apply to gross negligence, wanton or willful misconduct, or any liability that cannot lawfully be released.** If any part of this paragraph is held unenforceable, the remainder of this document stays in effect.
- 6. Our warranty**
If a chip we repaired later spreads, we credit **100% of what you paid for that repair** toward a windshield replacement, for as long as you own the vehicle. The warranty covers the specific damage we repaired — not new damage from a new impact. Credit is applied against the replacement invoice; you remain responsible for the balance, taxes, calibration, mouldings, and any charges beyond the credit. Warranty claims require inspection by us.
- 7. Payment**
Payment is due at completion unless you are an account customer with written terms. If we inspect the damage and decline to repair it, there is no charge.

CUSTOMER ACKNOWLEDGMENT. I have read this entire document, I had the opportunity to ask questions and they were answered, and I understand the risks and limitations of windshield repair — including that **the damage may spread** and that **a visible blemish may remain**. I voluntarily authorize Southern Shield Glass Co. LLC to proceed.

CUSTOMER SIGNATURE	DATE / TIME
TECHNICIAN SIGNATURE	DATE / TIME
DAMAGE NOTES / DIAGRAM REFERENCE · PRE-EXISTING CONDITIONS OBSERVED	