

AUTOGLAS CONCURRENT TERMS AND CONDITIONS

Our rules for a safe journey. This ensures that all parties know exactly where they stand before we hit the road.

ARTICLE 1 – WHO ARE WE? (IDENTITY)

Trade name:	Autoglas Concurrent
Registered address:	Drie Stellingenweg 45, 8431 GN Oosterwolde, Netherlands
Telephone number:	+31 (0) 85 027 00 55
Email address:	service@autoglas-concurrent.nl
Chamber of Commerce number:	90409590
VAT number:	NL004893257B21

ARTICLE 2 – PAYMENT & APPOINTMENTS

- Payment in advance:** To confirm your appointment for the fitting, payment must be made no later than 24 hours before the appointment via the payment link sent to you.
- No payment, no fitting:** If payment is not received on time, the technician reserves the right not to commence work. If the technician is already present at the location and the fitting does not go ahead, you will be liable for a fee of €100.00 to cover call-out costs for the reserved time and fuel.
- Payment on arrival (trust option):** In exceptional cases and only following explicit confirmation from Autoglas Concurrent, it may be agreed that payment will be made on the spot via the payment link, immediately upon the technician's arrival. Work will only commence once payment has been successfully completed. If payment cannot be made at that time, the technician will be obliged to cancel the appointment and the call-out fee as described in paragraph 2 will apply.
- Workshop & right of retention:** The right of retention applies to fitting carried out in our workshop. This means that we will only hand over the car to you upon receipt of full payment. If the car is not collected on the agreed day, we will charge €25.00 in storage fees per calendar day for the occupied space.
- Cash:** Cash payments are only accepted at our physical workshops (please have the exact amount ready). We do not accept cash on-site.
- Free cancellation:** You may cancel or reschedule your appointment (for both on-site and workshop services) free of charge up to 24 hours before the start time.
- Late cancellation:** If you cancel or change the appointment within 24 hours of the scheduled time, we will be obliged to charge a fee of €75.00. This covers part of the time reserved in our schedule and the logistical costs of returning the window that has been prepared for you.
- No-show:** If our technician arrives at the agreed location or a workshop slot has been reserved for you and you fail to attend without giving notice, a fee of €100.00 will be charged. Depending on the service selected, this fee covers call-out charges and/or the reserved time

and workshop capacity. Any amounts already paid in advance that exceed this fee will be credited to the customer.

ARTICLE 3 – WARRANTY & INSPECTION

1. **4-year warranty:** We provide a 4-year warranty on the fitting (leakage) and the quality of the window. This extended warranty is a personal service agreement and is not transferable upon sale of the vehicle. Naturally, your statutory rights regarding product conformity remain fully in force.
 2. **The 48-hour rule:** The vehicle must not be washed for 48 hours after fitting (regardless of the method, such as a car wash or hand wash). Although you can drive safely after 1 hour, the sealant may take up to 7 days to cure. Pressure on the window and water jets on the sealant during this period may disrupt the bond and cause leaks. If the vehicle is washed within this period, it will be assumed that any bonding issues were caused by this, unless the customer can demonstrate that this is not the case.
 3. **Inspection upon delivery:** Are you ordering the window only (without fitting)? Please inspect it immediately upon receipt for transport damage (scratches/breakage) in the presence of the delivery driver. Once the delivery driver has left the address, the right to make a claim for (cosmetic) damage lapses.
 4. **OEM quality:** We supply only the highest quality car windows (OEM standard). If you specifically require a window bearing the car manufacturer's logo (such as an Audi or BMW logo), please let us know in advance; an additional charge applies for this.
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ARTICLE 4 – AVAILABILITY & PRICES

Our prices are based on current stock levels with our most competitive suppliers. In the unlikely event that an item is unavailable, we will make you a suitable alternative offer. You are never obliged to accept the offer until the window has been delivered or fitted.

ARTICLE 5 – RISKS ASSOCIATED WITH INSTALLATION (THE 'FINE PRINT')

1. **Additional parts:** Mouldings, rubber seals and clips are often specific to your vehicle. If you choose to use old parts at your own request, the risk of fitment or wind noise issues is yours.
2. **Damaged vehicles & rust:** We cannot guarantee against leaks or stress cracks in vehicles with rust in the window rebate or vehicles that have (had) damage to the bodywork (A-pillars/roof).
3. **Electronics:** We accept no liability for faulty electronics (including sensors/cameras) caused by previous leaks or moisture problems in the vehicle.
4. **Existing sealant residue:** If a window has previously been fitted incorrectly, the sealant may be stuck to the headlining or the trim on the A-pillars. We are not liable for any unavoidable damage to this trim caused by removing the old layer of sealant.
5. **Metal fatigue:** We are not liable for the breakage of parts (such as windscreen wiper arms or bolts) due to age, rust or metal fatigue during dismantling.
6. **Chip turns into a crack:** When repairing a chip (resin injection), we apply pressure to the windscreen. There is always a technical risk that the windscreen may tear and develop a crack as a result. Autoglas Concurrent is not liable for this. Should this occur, we will offset the cost of the repair against the price of a new windscreen.
7. **Incorrect information:** We rely on the details you provide (such as registration number or chassis number). Costs arising from incorrect information are borne by the customer.
8. **Camera calibration (ADAS):** If your windscreen is fitted with a camera for driver assistance systems (such as Lane Assist or Brake Assist), Autoglas Concurrent will – where technically possible – carry out recalibration in accordance with the manufacturer's specifications.

1. **Requirements:** A workspace with a flat, level surface is required for a correct static calibration. Brand-specific calibration plates are used, which are precisely aligned with the vehicle using lasers, so that the camera can correctly read the reference points. The vehicle must be in the condition specified by the manufacturer (including correct tyre pressure and load). If the customer's location does not meet these technical requirements, the calibration cannot be carried out (correctly). In such cases, Autoglas Concurrent is not liable for the (continued) operation or malfunctions of the ADAS system.
 2. **External factors:** If calibration cannot be completed immediately due to external factors (such as software restrictions imposed by the manufacturer, extreme weather conditions or faults in the on-board computer), you must have the systems checked by your dealer. Autoglas Concurrent is not liable for the failure or incorrect functioning of these systems until calibration has been successfully completed.
 3. **Driving advice:** Until calibration has been successfully completed, driver assistance systems may be unreliable. The use of these systems during this period is entirely at the driver's own risk.
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ARTICLE 6 – ON-SITE INSTALLATION & RAIN

1. **Parking space:** Please ensure that our van can park directly next to your vehicle. Our technicians prefer to avoid unnecessary lugging of heavy windows.
 2. **Weather:** In the event of precipitation, a dry workspace (garage/carport) is mandatory. If this is not available, we will reschedule the appointment free of charge to a dry time or location. We are not liable for consequential damage resulting from the postponement of the installation due to weather conditions.
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ARTICLE 7 – RETURNS & COOLING-OFF PERIOD (RIGHT OF WITHDRAWAL)

1. **14-day cooling-off period:** As a consumer, you have the right to cancel your order up to 14 days after receipt without giving any reason.
 2. **Exclusion:** The right of withdrawal lapses as soon as the window has been fitted or when primer/sealant has been applied to it.
 3. **Return conditions:** Items must be returned clean, undamaged and with the original product stickers. Specifically ordered rubbers, mouldings and clips cannot be returned due to their nature.
 4. **Costs:** You are responsible for the costs of the return shipment. We will deduct a 15% processing fee from the amount to be refunded.
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ARTICLE 8 – LIABILITY & INSURANCE

1. **Limited liability:** In the unlikely event that something goes wrong, our liability for damages is always limited to a maximum of the invoice amount for the window or installation.
1. **Joint inspection:** To avoid any misunderstandings, a joint inspection of the vehicle will take place after fitting. Any comments regarding the condition of the vehicle (such as scratches or dents) must be reported to the technician immediately upon handover and recorded in writing. If you choose not to be present during the installation or handover, you accept the condition of the vehicle as left by the technician.
2. **Assessment of damage:** Any comments regarding the condition of the vehicle (such as scratches or dents) must be reported to the technician immediately upon handover. If the customer is absent at the time of handover, any damage must be reported in writing, accompanied by photographic evidence, within 2 hours of the work being completed. Damage reported after this time or without prior photographic evidence from the customer shall be deemed not to have been caused by our work.

3. **Own insurance:** Vehicles in our workshop or in our care remain covered under the customer's own (third-party/comprehensive) insurance against fire, theft or natural disasters.
4. **Dynamic ADAS camera calibration and test drives:** During dynamic ADAS camera calibration, diagnostic equipment is connected to the OBD port, after which a test drive on public roads is required to allow the camera and associated driver assistance systems to self-learn. Such journeys, as well as test drives following installation, are always undertaken at the customer's own expense and risk and are covered by the vehicle's own insurance. Autoglas Concurrent accepts no liability for damage arising during these journeys, as participation in traffic constitutes an inherent risk for the vehicle owner.

ARTICLE 9 – RETENTION OF TITLE

All goods delivered remain the property of Autoglas Concurrent until the invoice has been paid in full. In the event of non-payment, we reserve the right to reclaim legal ownership through the appropriate debt collection channels.

ARTICLE 10 – DISPUTES & GOVERNING LAW

1. **Governing law:** All agreements are governed by Dutch law, unless mandatory statutory provisions (such as those applicable to consumer agreements in Belgium) stipulate otherwise.
2. **Competent court:** Any disputes shall be brought before the competent court in the Netherlands. However, if you are a consumer residing in Belgium and the installation takes place there, you have the right to bring the dispute before the court in your place of residence, in accordance with European regulations.