



LIFETIME WARRANTY POLICY

"The Clear Choice in Auto Glass"

ISSUED BY

Ping Precision Auto Glass
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EFFECTIVE DATE

January 1, 2026

COVERAGE TYPE

Installation Workmanship
All Vehicle Types
Issued to all Ping Precision Auto Glass Customers

This document governs all warranty claims for glass installation services performed by Ping Precision Auto Glass.

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Please follow these guidelines carefully after your glass installation. Failure to observe these instructions may affect adhesive performance and the validity of your warranty.

01 LEAVE WINDOWS OPEN SLIGHTLY

Leave all windows open approximately 1 inch for 24 hours after installation to relieve air pressure on the fresh adhesive seal. Avoid leaving windows open during rain or severe weather.

02 AVOID CAR WASHES

No car washes for at least 48 hours after installation. Water pressure can disrupt the adhesive seal before it fully cures. Hand washing with low pressure is fine after 48 hours.

03 LEAVE RETENTION TAPE IN PLACE

If retention tape was applied, remove it after 24 hours but no later than 48 hours, unless your technician advises otherwise — do not remove it early or leave it on beyond 48 hours without instruction.

04 SAFE DRIVE AWAY TIME (SDAT)

Do not drive until your technician confirms the Safe Drive Away Time has elapsed. Until the adhesive reaches full strength, the glass may not stay in place during a collision or airbag deployment, posing a serious safety risk. SDAT is determined by the adhesive manufacturer based on adhesive type, temperature, humidity, and airbag presence. Ping Precision Auto Glass installs adhesives meeting Federal Motor Vehicle Safety Standards. You will be informed of your SDAT before leaving.

QUICK REFERENCE CHECKLIST

■ Windows open ~1 inch for 24 hours

■ No car washes for 48 hours

■ Retention tape left in place until advised (remove between 24–48 hours)

■ Safe Drive Away Time (SDAT) observed before driving

Note: Following installation, minor glass fragments or adhesive material may remain in or around the vehicle — this is a normal byproduct of auto glass work. We go over the car multiple times before it ever leaves our shop, but customers should inspect the area upon pickup to confirm everything is clear. Ping Precision Auto Glass is not responsible for pre-existing paint chips, scratches, or surface imperfections that become visible following glass removal or installation — all pre-existing damage is documented prior to the start of work.

02

SECTION

LIFETIME WARRANTY COVERAGE

All automotive glass installed by Ping Precision Auto Glass is covered against defects in material and workmanship for as long as you own the vehicle. This warranty is non-transferable and applies only to the original vehicle owner. It expires automatically upon transfer of ownership or sale.

IMPORTANT: All warranty claims must be reported within 30 days of discovery of the issue. Claims reported outside this window may not be eligible for coverage.

✓ COVERED	✗ NOT COVERED
<ul style="list-style-type: none"> ✓ Defective glass (manufacturer defect) ✓ Leaks from improper installation ✓ Wind noise from faulty sealing ✓ Adhesive failure under normal conditions ✓ Workmanship defects found after installation ✓ Molding, trim & seal failure from install error ✓ ADAS recalibration costs up to \$500, where recalibration is required as a direct result of a verifiable installation defect (see Section 06) 	<ul style="list-style-type: none"> ✗ Impact damage (rocks, road debris, hail) ✗ Scratches or chips after installation ✗ Glass breakage from accidents ✗ Damage from attempted break-ins ✗ Vehicle abuse or misuse ✗ Normal wear and tear ✗ Pre-existing ADAS system failures

WARRANTY PERIODS

Glass Type	Workmanship Coverage	Operational Coverage
Windshields & Fixed Glass	LIFETIME Installation workmanship defects	N/A Fixed glass has no moving parts
Movable Glass (Door Windows, etc.)	LIFETIME All installation defects	1 YEAR Rattles, alignment, operation

\$ CHIP REPAIR CREDIT

If a chip or crack repair we performed later fails and the windshield requires replacement, the amount you paid for that repair will be credited in full toward the replacement. This credit applies only to repairs that have failed — not to chip repairs on a windshield with separate, unrelated damage. Original receipt required. Credit is non-transferable and has no cash value. See Section 06 for full credit terms.

** Original receipt or service record required for all warranty claims and credit redemptions. This warranty is non-transferable and applies only to the original vehicle owner on the vehicle serviced. This warranty expires upon transfer of vehicle ownership or sale.*

Have your original receipt and vehicle information ready. Claims must be reported within 30 days of discovery of the issue.

STEP 1	<p>STEP 1 — CONTACT US</p> <ul style="list-style-type: none"> – Phone: (812) 379-8583 – Email: david@pingprecision.com – Address: 5660 E 800 N, Columbus, IN 47203 – Have your original receipt and vehicle information ready before reaching out.
STEP 2	<p>STEP 2 — DIAGNOSTIC INSPECTION</p> <ul style="list-style-type: none"> – We examine the glass and installation at no charge – We determine whether the issue is covered – You are informed of all findings before any work begins – No diagnostic fee for warranty-related inspections
STEP 3A	<p>STEP 3A — COVERED CLAIM: NO CHARGE TO YOU</p> <ul style="list-style-type: none"> – Repair or replacement at no charge, scheduled at your earliest convenience – Replacement glass meets or exceeds OEM specifications – ADAS recalibration costs are covered up to \$500 only where recalibration is required as a direct result of a verifiable installation defect – Customer must authorize any costs beyond \$500 in advance
STEP 3B	<p>STEP 3B — NON-COVERED CLAIM: WRITTEN ESTIMATE PROVIDED</p> <ul style="list-style-type: none"> – Detailed written estimate provided at no charge – No work performed without your written authorization – You are never obligated to proceed with non-warranty work – You are welcome to take the diagnostic invoice to any shop of your choice

04

SECTION

WARRANTY EXCLUSIONS

The following circumstances are explicitly excluded from coverage. Please read carefully to understand the limits of your warranty protection.

IMPACT & ENVIRONMENTAL DAMAGE	OWNER-RELATED ISSUES
<ul style="list-style-type: none">– Rock chips, cracks, or breaks from road debris– Hail damage or storm-related damage– Damage from accidents or collisions– Vandalism or attempted break-in damage	<ul style="list-style-type: none">– Damage from improper vehicle use– Failure to follow post-installation care instructions– Owner modifications to glass or components– Normal wear and tear
VEHICLE & MECHANICAL ISSUES	SERVICE & DOCUMENTATION ISSUES
<ul style="list-style-type: none">– Pre-existing body damage, rust, or frame distortion– Window regulator, track, or motor failures– Electrical failures unrelated to installation– Issues from prior installations by other companies– Pre-existing ADAS system failures	<ul style="list-style-type: none">– Claims without original receipt– Glass not installed by Ping Precision Auto Glass– Claims not reported within 30 days of discovery

THIRD-PARTY REPAIRS — WARRANTY IMMEDIATELY NULL AND VOID

If repairs or replacements are performed on the glass or any related component by another company without prior written authorization from Ping Precision Auto Glass, the warranty is immediately null and void. Ping Precision Auto Glass will not be responsible for any payments made by another company for repairs or replacements without prior written authorization.

If you need additional work done on your vehicle's glass or related components, contact us first at **(812) 379-8583** or **david@pingprecision.com** before authorizing any third party.

Ping Precision Auto Glass technicians put their best effort to identify pre-existing rust, corrosion, and body damage during the inspection and installation process. In many cases, minor surface rust around the pinch weld or glass channel is treated as part of the installation at no additional charge, using rust-inhibiting primer to help protect the area and promote a proper adhesive bond.

When significant rust or body damage is discovered during glass removal, the customer will be notified immediately before installation proceeds. Ping Precision Auto Glass reserves the right to decline installation when body damage is severe enough to prevent a proper, safe installation.

Warranty coverage for installations where pre-existing rust or body damage was disclosed and documented prior to installation will be limited to workmanship defects only. Ping Precision Auto Glass is not liable for water leaks, seal failures, or adhesion issues that result directly from a compromised body condition that was present and documented at the time of installation. A signed acknowledgment may be required before proceeding with installation on vehicles with documented pre-existing structural concerns.

! IMPORTANT

If your vehicle has major rust damage around the windshield frame, A-pillars, roof rail, or pinch weld area, this damage must be properly repaired by a qualified body shop prior to glass installation. Ping Precision Auto Glass cannot warranty installations performed over severely deteriorated body structures. We happily recommend Volez Body Shop, one of our trusted partners in Columbus, and can assist in coordinating the repairs.

LIFETIME WARRANTY DEFINITION

The term "Lifetime" refers to the period of ownership by the original customer on the vehicle serviced by Ping Precision Auto Glass. This warranty is non-transferable and applies only to the original vehicle owner. This warranty expires automatically and without notice upon transfer of ownership or sale of the vehicle.

ADAS RECALIBRATION

Following windshield replacement, ADAS recalibration must be performed when required by the vehicle manufacturer. Ping Precision Auto Glass is not liable for ADAS malfunctions post-installation unless directly caused by a verifiable installation defect. In the event an installation defect requires system recalibration, Ping Precision Auto Glass's liability is strictly limited to a maximum of \$500. Any costs exceeding this amount must be pre-authorized in writing by the customer before work proceeds.

Customers wishing to use an alternative calibration provider must obtain prior written authorization — unauthorized third-party recalibration will void ADAS coverage under this warranty. Pre-existing ADAS system failures are explicitly excluded.

GOVERNING LAW

This warranty is governed by the laws of the State of Indiana. Any disputes arising under this warranty shall be resolved in the courts of Bartholomew County, Indiana.

CONSEQUENTIAL DAMAGES DISCLAIMER

Under no circumstances shall Ping Precision Auto Glass be liable for incidental, indirect, special, or consequential damages arising from the use of the vehicle, glass product, or installation services provided.

PAINT DAMAGE DISCLAIMER

Ping Precision Auto Glass is not responsible for paint peeling, chipping, or finish damage caused by pre-existing paint failure, previous repairs, corrosion, or defective factory paint.

BROKEN GLASS CLEANUP

While reasonable efforts are made to remove broken glass and debris, small glass fragments may remain in areas that are inaccessible during normal cleanup procedures. Customers are advised to inspect their vehicle carefully before and after service.

DISCOUNTS & PRICING

All discounts, promotions, and pricing adjustments are applied at the time of service. Discounts cannot be applied retroactively to previously completed work. Insurance-covered work is processed according to the customer's insurance policy — any deductible or out-of-pocket costs are the responsibility of the vehicle owner.

VALUABLES & PERSONAL PROPERTY

Ping Precision Auto Glass is not responsible for any valuables, personal items, or property left in the vehicle during service. Customers are strongly encouraged to remove all items of value — including electronics, documents, currency, and loose items near the dashboard — before service.

ADDITIONAL COMPONENTS & RELATED PARTS

Some installations require removal and reinstallation of components such as rearview mirrors, rain sensors, cameras, lane-departure sensors, heated glass connectors, or other electronic components. This warranty does not cover pre-existing failures in these components or failures unrelated to installation workmanship. If a component is found damaged prior to removal, the customer will be notified before work proceeds.

CHIP REPAIR CREDIT — FULL TERMS

Customers who have previously paid Ping Precision Auto Glass for a chip or crack repair are eligible to receive a credit equal to the full amount paid toward a windshield replacement, but only if the original repaired chip or crack has failed (spread, cracked further, or otherwise compromised the repair) and that failure is the reason for the replacement. This credit does not apply if the windshield requires replacement due to new, separate damage unrelated to the original repair. The following conditions apply:

- Original receipt or service invoice from Ping Precision Auto Glass is required to redeem the credit
- Credit applies per individual chip repair invoice — multiple invoices may be combined
- Credit is non-transferable and may only be applied by the original paying customer
- Credit has no cash value and cannot be applied retroactively to previously completed replacements
- Credit must be presented at the time of scheduling

SUMMARY

YOUR WARRANTY AT A GLANCE

Keep this document with your vehicle records.

✓ WHAT'S COVERED	✗ WHAT'S NOT COVERED
<ul style="list-style-type: none"> ✓ Installation workmanship defects ✓ Leaks from improper sealing ✓ Wind noise from faulty installation ✓ Adhesive failure under normal use ✓ Trim, molding & seal failures from install error ✓ ADAS recalibration up to \$500 when required by a verifiable installation defect 	<ul style="list-style-type: none"> ✗ Rock chips, cracks, impact damage ✗ Accidents, hail, vandalism ✗ Wear and tear or owner misuse ✗ Regulator, motor, or track failure ✗ Pre-existing rust or body damage ✗ Pre-existing ADAS system failures

WARRANTY PERIODS			
	Windshields & Fixed Glass	Movable Glass — Workmanship	Movable Glass — Operational
Coverage	LIFETIME	LIFETIME	1 YEAR
	Installation workmanship defects	All installation defects	Rattles, alignment, operation

HOW TO FILE A CLAIM

1

Call or Text Us

2

Bring Vehicle In

3

Inspection - No Charge

4

We Handle the Rest

Original receipt required · (812) 379-8583 · david@pingprecision.com

IMPORTANT REMINDERS

- Do NOT allow a third party to repair your glass without first obtaining written authorization from Ping Precision Auto Glass — this voids your warranty immediately.
- Chip repair amounts paid to us are credited in full toward a windshield replacement only if the original repair has failed — original receipt required.
- This warranty is non-transferable and applies only to the original vehicle owner — it expires upon transfer of ownership.
- Keep this document and your original service receipt together for your records.

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Mon–Sat | 8:00 AM – 6:30 PM

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