

Terms of Service

Last updated: October 21, 2026

Quick summary: Bright Auto Glass provides windshield repair, windshield replacement, ADAS calibration, side, back and quarter glass, sunroof glass, and mobile and fleet auto glass service in the Denver Metro area. These Terms explain how our services, quotes, scheduling, payment, insurance claims, and warranty work. They also explain the rules for using our website. Please read them before you book. If anything is unclear, call us and we will walk you through it.

These Terms of Service ("Terms") are an agreement between You and Bright Auto Glass. They apply when You use our website or request, schedule, or receive services from us. By using the Website, requesting a quote, or approving a service, You agree to these Terms. If You do not agree, please do not use the Website or our services.

1. Interpretation and Definitions

The words of which the initial letter is capitalized have the meanings defined below. These meanings apply whether the words appear in singular or plural.

- **Company** (also "We," "Us," or "Our") means Bright Auto Glass, 7535 W 92nd Ave STE 400, Westminster, CO 80021.
 - **You** means the individual, or the company or other legal entity on whose behalf an individual, who uses the Website or requests or receives Services. This includes the vehicle owner and anyone authorized to act for the owner.
 - **Website** means Bright Auto Glass Windshield Replacement and Calibration, accessible at brightautoglass.com.
 - **Services** means the auto glass repair, replacement, calibration, and related work We perform. This includes work at Our shop locations and mobile service at Your location.
 - **Vehicle** means the car, truck, SUV, van, RV, or other vehicle on which We perform Services.
 - **Quote** means a written, verbal, or online estimate of the price and scope of Services.
 - **Service Area** means the Denver Metro area communities We serve, including but not limited to those listed on the Website.
 - **ADAS** means Advanced Driver Assistance Systems, such as forward-facing cameras and sensors attached to or behind the windshield.
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2. Our Services

Bright Auto Glass offers windshield repair and replacement, ADAS calibration, side window, back window, and quarter glass replacement, sunroof glass service, and mobile and fleet auto glass service. We serve passenger vehicles, trucks, SUVs, vans, RVs, and commercial fleets. We operate from our Westminster and Denver locations and travel to customers throughout the Service Area.

Descriptions of Services on the Website are for general information. The right solution for Your Vehicle, whether a repair or a replacement, is decided by a technician after assessing the damage. Safety comes first. If damage is too extensive to repair safely, We will recommend replacement.

3. Quotes and Pricing

- **Quotes are estimates.** We provide clear, upfront pricing. Quotes given by phone or through the online quote form are based on the information You provide, such as year, make, model, glass location, features, and the type and extent of damage.
 - **Quotes may change.** The final price may differ if the Vehicle is different from what was described. Examples include a different glass part or sensor package, or damage or conditions found on inspection, such as rust, corrosion, or prior improper repairs. We will explain any change and get Your approval before proceeding.
 - **What a price may include.** Depending on the Vehicle and Service, pricing may include glass, moldings and clips, adhesive and primer, labor, applicable taxes, and any required ADAS calibration. We will tell You what is and is not included in Your Quote.
 - **Quote validity.** Quotes are valid for a limited time because parts pricing and availability can change. Ask Your representative how long Your Quote is good for.
 - **Errors.** We may correct pricing or description errors on the Website or in a Quote at any time.
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4. Scheduling and Appointments

- **Booking.** You may schedule by phone or through the Website. An appointment is confirmed when We confirm a date, time, and location with You.
- **Arrival windows.** We work hard to arrive on time, but traffic, weather, and the length of earlier jobs can affect timing. We will keep You updated if there is a delay.
- **Service time.** Time estimates are approximate. Many windshield replacements take about 2 to 3 hours, back window replacements about an hour, and ADAS calibration

about an hour. Actual time depends on the Vehicle and the complexity of the work.

- **Parts availability.** If a part must be ordered, We will tell You the expected timeline and reschedule at a time that works for You.
 - **Adult present.** Someone 18 or older who is authorized to approve the Services must be reachable by phone. For shop appointments, that person must be available when the Vehicle is dropped off and picked up.
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5. Mobile Service

Mobile service brings the repair to Your home, workplace, or another location of Your choice within the Service Area. You do not need to be present for the entire repair. We will assess the damage when We arrive, keep You updated, and may need Your approval before work begins. To allow safe and proper installation, You agree to:

- Provide a safe, accessible, level parking area with enough room for the technician to work around the Vehicle and open its doors.
- Make sure the Vehicle is accessible and unlocked, and that the technician can reach the Vehicle and, if needed, its keys.
- Understand that the technician must have access to a suitable work area.
- Understand that the technician may need to move the Vehicle to a more suitable area.

Weather and safety. Rain, snow, ice, extreme heat or cold, high wind, and unsafe conditions can affect adhesive performance and technician safety. We may reschedule mobile service, or ask to move the work to a covered area or to Our shop, when conditions are not suitable. We will not install glass if We believe doing so would compromise a safe, proper installation.

Mobile service fee. Mobile service may be available at no extra charge within Our Service Area. Fees may apply for locations outside the Service Area or for special circumstances. We will tell You about any applicable fee when You book.

6. Payment

- **When payment is due.** Payment is due when the Services are complete, unless We agreed otherwise in writing. This may be a different arrangement for insurance-billed work or fleet accounts.
- **Accepted payment methods.** We accept the payment methods communicated at the time of booking. These may include major credit and debit cards and other methods We approve.

- **Deposits.** For special-order glass or certain Vehicles, We may ask for a deposit. We will explain any deposit and its refund terms before You pay it.
 - **Insurance deductibles and uncovered amounts.** You are responsible for any deductible, copay, and any portion of the charges Your insurer does not cover.
 - **Late or failed payments.** If a payment is declined, reversed, or not made when due, You remain responsible for the amount owed. We may charge reasonable collection costs where permitted by law.
 - **Commercial and fleet accounts.** Fleet pricing and billing terms are set out in a separate written agreement or Quote. If there is a conflict, that agreement controls.
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7. Insurance Claims

We work with most major insurance companies and can help You with the claims process for eligible claims. When You ask Us to, We will start the claim with Your insurer, coordinate on Your behalf, and complete the paperwork.

- **Coverage is between You and Your insurer.** We cannot guarantee that Your insurer will approve a claim, cover a particular Service, or pay a particular amount. Coverage, deductibles, and limits depend on Your policy.
 - **Your authorization.** By asking Us to handle a claim, You authorize Us to share Your Vehicle, policy, and claim information with Your insurer. You also authorize Us to receive payment directly from the insurer for covered Services.
 - **Your responsibility.** If Your insurer denies, reduces, or delays payment, You are responsible for the amount not paid, unless We agreed otherwise in writing.
 - **Your choice of shop.** You have the right to choose the auto glass provider that repairs Your Vehicle. Your insurer may not require You to use a particular shop.
 - **Rates.** We cannot predict how a claim may affect Your premium. In most cases a glass repair does not affect rates, but Your insurer decides. Please check with Your insurer.
 - **Accurate information.** You agree to give Us accurate information about the damage, the date and cause of loss, and Your coverage. Providing false information in connection with a claim may be unlawful.
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8. ADAS Calibration

Many newer vehicles have cameras and sensors mounted on or near the windshield that support safety features such as lane departure warning, automatic emergency braking, and

adaptive cruise control. After a windshield replacement or significant repair, these systems may need calibration to work correctly.

- We will tell You if Your Vehicle requires calibration. Calibration typically takes about an hour, depending on the Vehicle.
 - Some Vehicles require calibration in a controlled shop environment. In those cases, We may need to schedule Your Vehicle at one of Our locations.
 - Calibration restores the ADAS to the manufacturer's specifications as far as the system allows. We cannot guarantee how the ADAS will perform if the system has pre-existing faults, damaged components, or is affected by other repairs, aftermarket modifications, or conditions outside Our control. We will not be liable for pre-existing faults.
 - **If You decline calibration**, or if We cannot complete it for reasons outside Our control, You understand that the ADAS may not work properly. You accept the associated safety risk, and We are not responsible for ADAS performance.
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9. After Your Service: Safe Drive-Away Time and Care

Safety depends on proper curing and care of the adhesive and glass. After a windshield or bonded glass installation:

- **Wait for the adhesive to cure.** The curing time usually falls between 1 and 3 hours, though it can vary with the adhesive, temperature, and humidity. Our technician will give You a specific safe drive-away time for Your Vehicle. Do not drive before that time.
- **Follow the care instructions.** Our technician will give You instructions. These typically include leaving retention tape in place for the recommended time, avoiding slamming doors, avoiding high-pressure car washes for a period, and keeping windows slightly open if advised.
- **Report problems promptly.** If You notice water leaks, wind noise, or anything that seems wrong, contact Us right away so We can inspect it.

We are not responsible for problems caused by driving before the stated safe drive-away time or by not following Our care instructions.

10. Repair vs. Replacement; Pre-Existing Conditions

- **Chip and crack repair.** In most cases, We can repair chips up to about the size of a quarter. Repair is intended to stop damage from spreading and to improve the structural integrity and clarity of the glass. A repaired chip may remain faintly visible, and We cannot guarantee that damage will not spread later. Repair is not always

possible. If the damage is too large, deep, or in a location that affects driver visibility or glass strength, We will recommend replacement.

- **Repair becomes replacement.** If a glass repair is not successful or the glass cracks during repair, We may recommend replacement. We will discuss options and pricing with You before proceeding.
 - **Pre-existing conditions.** Older vehicles, and vehicles with prior collision or bodywork, may have rust, corrosion, damaged pinch welds, worn or brittle trim or moldings, inoperable power windows, or other conditions that are only discovered once the glass is removed. If We find a condition that must be addressed for a safe and proper installation, We will tell You and explain the options and cost. We will not perform additional work without Your approval.
 - **Glass and parts.** We use high-quality glass and materials chosen for Your Vehicle's make, model, and safety standards. Depending on availability and Your preferences, glass may be OEM, OEE (original equipment equivalent), or aftermarket. We will tell You what is available and let You choose, where applicable. Some vehicle features, such as rain sensors, heating elements, acoustic layers, and heads-up display, require specific glass.
 - **Vehicle condition.** A pre-service inspection may note existing damage, such as scratches, dents, or interior wear. We are not responsible for pre-existing damage.
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11. Warranty

We stand behind Our work. Bright Auto Glass warrants its Services against defects in materials and workmanship. The specific terms, including the length and scope of coverage, can vary by Service and Vehicle and will be provided with Your invoice or Quote.

[CLIENT TO CONFIRM: warranty duration, e.g., "for as long as You own the Vehicle" or "X year(s) from the date of service." Insert here and on the invoice template.]

The warranty generally covers:

- Defects in the glass or materials We supplied (for example, distortion or a manufacturing defect).
- Workmanship issues related to Our installation, such as air or water leaks and wind noise that result from Our installation.

The warranty does not cover:

- New damage from impacts, stones, road debris, vandalism, accidents, or weather.
- Chips or cracks in a repaired area that spread, or the continued visibility of a repaired chip.

- Damage caused by driving before the safe drive-away time or by not following care instructions.
- Rust, corrosion, or structural issues that existed before Our work.
- Damage caused by third parties, such as car washes, other repair shops, or aftermarket modifications after Our Services.
- Normal wear and tear, scratches, and pitting on glass.
- ADAS function issues not caused by Our work, or ADAS calibration performed by someone else.
- Glass or parts that You supplied.
- Commercial and fleet use outside terms agreed in writing.

How to make a warranty claim. Contact Us by phone or email as soon as You notice the issue, and provide Your name, Vehicle, and date of service. We may need to inspect the Vehicle. If Your claim is covered, We will repair or replace the affected glass or correct the workmanship issue at no charge. This is Your sole and exclusive remedy under this warranty, to the extent permitted by law.

This warranty is limited to the Services We perform and is non-transferable unless We state otherwise in writing. This warranty gives You specific legal rights, and You may have other rights under Colorado law.

12. Cancellations, Rescheduling, and Refunds

- **Rescheduling and cancelling.** We understand plans change. Please give Us as much notice as possible, and at least 24 hours when you can, if You need to reschedule or cancel. There is no charge to reschedule or cancel with reasonable notice.
- **Late cancellations and missed appointments.** If You cancel on very short notice, are not available at the scheduled mobile location, or miss a scheduled appointment, We may charge a reasonable trip fee to cover Our technician's travel and time. We will let You know if a fee applies.
- **Special-order glass.** If We have already ordered or cut glass specifically for Your Vehicle, We may charge a restocking fee or keep any deposit to cover Our non-recoverable costs. We will tell You about this before You order.
- **Our cancellations.** We may need to cancel or reschedule because of weather, safety, parts availability, or circumstances outside Our control. If We cancel, We will refund any deposit You paid for the cancelled Service.
- **Refunds.** If We cannot complete a Service or You are not satisfied with Our work, contact Us and give Us the opportunity to make it right. Refund requests will be

reviewed case by case. Where a refund is approved, it will be issued to the original payment method.

13. Customer Responsibilities

You agree to:

- Provide accurate information about the Vehicle, its features, the damage, and Your contact details.
 - Confirm that You are the owner of the Vehicle or are authorized by the owner to approve the Services.
 - Remove or secure personal belongings and valuables from the Vehicle before service. Please remove items from the dashboard, the area around the windshield, and the cargo area where the technician needs access. We are not responsible for lost or damaged personal property left in the Vehicle.
 - Disclose any known issues with the Vehicle, such as prior glass repairs, leaks, rust, or collision repairs, that may affect the Services.
 - Tell Us about aftermarket accessories, such as dash cameras, tint, toll transponders, and radar detectors, attached to the glass. We may need to remove them, and We are not responsible for re-installing them.
 - Treat Our staff and technicians with courtesy and respect. We may stop or decline service if anyone's safety is at risk.
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14. Limitation of Liability

To the maximum extent permitted by law:

- We are not liable for indirect, incidental, special, consequential, or punitive damages. This includes loss of use of the Vehicle, lost income, rental or towing costs, or inconvenience arising from the Services or the Website.
- Our total liability for any claim relating to the Services will not exceed the amount You paid for the Service that gave rise to the claim.
- We are not liable for delays or failures caused by events outside Our reasonable control, such as severe weather, supplier or parts delays, labor disruptions, accidents, or government action.
- We are not liable for the performance of the Vehicle's systems (including ADAS) except as stated in Section 8 and the warranty in Section 11.

Nothing in these Terms limits liability that cannot be limited under applicable law, such as liability for Our gross negligence or willful misconduct, or any rights You have under Colorado consumer protection laws.

15. Use of the Website

You may use the Website for lawful personal or business purposes related to Our Services. You agree not to:

- Use the Website in any way that violates a law or regulation.
- Submit false, misleading, or fraudulent information, including false quote requests or insurance claims.
- Interfere with the Website's operation or security, or attempt to gain unauthorized access to any part of it.
- Use automated tools, such as scrapers, bots, or crawlers, to copy or collect content from the Website without Our permission.
- Use the Website to send unsolicited advertising or spam.

We may suspend or restrict access to the Website at any time, with or without notice.

Availability. We work to keep the Website accurate and available, but We do not promise it will be uninterrupted or error-free. Information on the Website, including service descriptions, time estimates, and service areas, is general and may change.

16. Communications and Text Messages

When You give Us Your phone number or email address through the Website, by phone, or in person, You agree that We may contact You about Your Quote, appointment, Service, warranty, and account. This may be by phone, email, or text message (SMS). Message and data rates may apply. You may opt out of text messages at any time by replying STOP, and You may ask to stop marketing emails by using the unsubscribe link or by contacting Us. Opting out of marketing does not stop service-related messages about an active appointment or job. See Our  [Privacy Policy](#) for how We collect, use, and protect Your information.

17. Reviews, Photos, and Customer Content

If You submit a review, testimonial, photo, or other content to Us or about Us, You grant Bright Auto Glass a non-exclusive, royalty-free right to use, display, and reproduce it for

business and marketing purposes. We may show a first name and last initial, or omit Your name, as You prefer. You confirm that Your content is truthful and that You have the right to share it. We may take photos of the glass and the Vehicle to document the condition of the Vehicle and the Services. We use them for quality, warranty, and insurance purposes.

18. Intellectual Property

The Website and its content, including text, graphics, logos, images, and design, are owned by or licensed to Bright Auto Glass and are protected by copyright, trademark, and other laws. You may view and print pages for personal, non-commercial use. You may not copy, reproduce, modify, distribute, or commercially use Our content without Our written permission.

19. Links to Other Websites

The Website may link to third-party websites, such as insurers, review platforms, and maps. We do not control and are not responsible for their content, policies, or practices. Please review the terms and privacy policies of any third-party site You visit.

20. Governing Law and Dispute Resolution

These Terms and any dispute relating to them or the Services are governed by the laws of the State of Colorado, without regard to its conflict-of-law rules.

If You have a concern about Our Services, please contact Us first. We want to hear about it and make it right, and most issues can be resolved quickly and informally. If We cannot resolve a dispute informally, You and Bright Auto Glass agree that it will be brought in the state or federal courts located in Colorado, and You consent to their jurisdiction. Nothing in this section limits any right You have to bring a claim in small claims court or to contact a government consumer protection agency.

21. Changes to These Terms

We may update these Terms from time to time. When We do, We will post the updated Terms on this page and change the "Last updated" date at the top. Changes apply to Services requested and Website use after the date they are posted. Please review this page periodically. Your continued use of the Website or Services after changes are posted means You accept the updated Terms.

22. General Provisions

- **Entire agreement.** These Terms, together with Your Quote, invoice, and Our Privacy Policy, are the entire agreement between You and Us about the Services and the Website. If a signed written agreement (such as a fleet agreement) conflicts with these Terms, that agreement controls.
 - **Severability.** If any part of these Terms is found unenforceable, the rest will remain in effect.
 - **No waiver.** If We do not enforce a part of these Terms, that does not waive Our right to enforce it later.
 - **Assignment.** You may not assign Your rights under these Terms without Our written consent. We may assign Ours in connection with a sale or reorganization of Our business.
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23. Contact Us

If You have questions about these Terms, a Quote, or a Service, We are here to help.

Bright Auto Glass

Westminster Location: 7535 W 92nd Ave STE 400, Westminster, CO 80021

Denver Location: 1370 S Parker Rd STE B, Denver, CO

Phone: 303-423-1120 / 303-835-9521 (*confirm which number goes with which location*)

Email: quote@brightautoglass.com (quotes and scheduling) |
marketing@brightautoglass.com (general and website questions)

Website:  <https://brightautoglass.com>

Drafting notes for review (not for publication)

Consistency with the existing site. The copy uses the Privacy Policy's format and defined terms (Company/We/Us, You, Service, Website). It reuses these existing statements: Westminster and Denver locations; mobile service for chips, cracks, and full replacements; the 2-3 hour replacement, 1-3 hour cure, and about 1 hour calibration times from the FAQ; the warranty wording ("defects in materials or workmanship; terms may vary by service and vehicle"); the insurance wording ("partnerships with most major insurers; we assist with claims"); and clear, upfront pricing. The company address and email addresses come from the Privacy Policy and the page code.

Items the client must confirm before publishing:

1. **Warranty term** (Section 11). The site does not say how long the warranty lasts. I did not invent a duration. Insert the real one.
2. **Legal entity name.** The Privacy Policy uses "Bright Auto Glass" only. If there is an LLC or other legal name (e.g., "Bright Auto Glass LLC"), use it in Section 1.
3. **Phone-to-location mapping** and the Denver shop's full address (city/ZIP). Confirm in Section 23.
4. **Payment methods, deposits, and the cancellation/trip fee** (Sections 6 and 12). I wrote them as reasonable industry norms with no dollar amounts. Remove or adjust anything the shop does not actually do.
5. **Mobile fee** (Section 5). A customer review says mobile service was free within the service area. Confirm this is actual policy before the Terms say it.
6. **Glass types** (OEM/OEE/aftermarket) in Section 10. Confirm what the shop actually offers.
7. **Venue.** I kept it to Colorado state or federal courts. Counsel may want to name a county.
8. **Cookie policy.** The existing Privacy Policy refers to a "Cookies Policy" page that does not appear to exist. Consider adding one, or removing the reference.

Legal review. This is a draft written to reflect common practice for local auto glass shops. Have a Colorado attorney review it before it goes live, especially the warranty, limitation of liability, text-message consent, and dispute sections.

Placement. Publish at </terms-of-service/> and link it in the footer next to Privacy Policy and in the quote form's consent line (e.g., "By submitting, you agree to our Terms of Service and Privacy Policy"). Add it to the sitemap.