



Windscreen Claims

Thank you for lodging your claim.

Here's a step-by-step guide to what will happen next.



1. Assessment

When you informed us of your windscreen issues, we appointed an approved incident manager to oversee your claim.



2. Appointment

You can expect a call from Glasfit within 20 minutes to confirm which branch is most conveniently located to you, and whether the windscreen needs to be repaired or replaced. You can either go to the branch or have them come out to you. You can discuss your options with the Glasfit consultant.

Replacements are generally completed within a 48-hour period.



3. Take Note

It takes approximately an hour to fit a new windscreen. Certain vehicles can take longer, so be sure to check with Glasfit how long yours will take.

Your windscreen needs time to set, so you won't be able to drive your vehicle for at least an hour after the new windscreen has been fitted. Remember to add this time to your schedule.

There is no excess payable if we repair your windscreen. However, there is an excess payable if we replace your windscreen. Please ensure you discuss this when Glasfit gives you a call.



Give us a call on
0861 60 01 24 | www.autogen.co.za

Never not there™
Auto & General

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