



Your glass. Our world.



Your claim
journey

A GUIDE TO YOUR CLAIM JOURNEY

GLASSOLUTIONS is a UK market leader in 24/7 emergency glazing, and repairing and replacing windows, doors, locks, conservatories and garage doors. If you have suffered damage to your glazing, frames or locks, this leaflet will guide you through the insurance process from initial claim to final repair. The following steps are an indication of the typical journey a customer claim will take.

1 You've registered your claim

The first step on your claim journey, which you'll have already taken by the time you get in touch with us, is to register your claim with your insurance provider. This will set the wheels in motion for us to resolve the damage quickly and safely.

2 Your insurer has instructed us

Your insurer will then have contacted us to fill us in on the details of your claim.

3 We call you to arrange an assessment visit

Once we've spoken to you or your insurance company, the GLASSOLUTIONS national customer service team will arrange for an engineer to visit your home.

4 Assessment visit

Depending on the nature of the damage, the engineer may be able to make full repairs on the first visit. If this isn't possible, they will undertake a survey.

5 Assessment report made available to your insurer

If necessary, an electronic assessment report will be issued to our customer service centre for our staff to progress with your insurance company.

6 You decide on your chosen fix

Once we've been given the green light to complete the work, we will contact you to discuss what is to be done and then order any necessary parts. We can also discuss changing the specification or upgrading from the claim-related work at this stage.

7 We arrange a completion visit

Once any extra products and materials have arrived and been quality-checked, we'll agree a date for a completion appointment: an engineer will make a further visit with all the necessary parts to complete your repairs or replacement.

8 You receive a customer satisfaction call

When the work is complete, a member of our customer service team may contact you to discuss the quality of our service. Your feedback is important to us and enables us to improve our service in the future.



USEFUL INFORMATION

Health and Safety

We are a conscientious organisation and our health and safety culture is a major part of our business. We will fully comply with all relevant health and safety legislation throughout our works to your property.

Unavoidable Damage

When we carry out work to your property, we take every care to work carefully and responsibly. Sometimes, however, unavoidable damage may occur, such as damage to surrounding brickwork or tiling. Our engineer will endeavour to fix these issues if they occur, but if this isn't possible we will inform your insurance company immediately.

Matching Products

GLASSOLUTIONS always aims to replace on a like for like basis. However, this cannot always be guaranteed as there may be occasions when the damaged item is obsolete, is one of a pair, or cannot be colour-matched.

Legislation

GLASSOLUTIONS complies with the standards of various industry schemes and governing bodies within the UK. We are members of the Glass and Glazing Federation (GGF), and we are also FENSA (Fenestration Self-Assessment Schemes) registered.

FREQUENTLY ASKED QUESTIONS

Why does the length of the claim journey vary?

All claims vary in length depending on the type of work required, the replacement product needed and the authorisation process of your insurer. Our customer service team will keep you updated, but if you have any queries please feel free to call us on 0333 00 333 88.

Why is my window or door frame being repaired, not replaced?

Where possible, we aim to repair frames rather than replace them. Generally, repairs can be completed much more quickly and much less disruptively than replacements. GLASSOLUTIONS is recognised as an industry leader in window and door frame repair, and all our repair work is covered under warranty.

What do I need to do before an appointment?

Before we arrive, please make sure the working area is free from hazards and obstructions such as curtains, blinds, television wires and alarms. To comply with health and safety rules, please make sure that children and pets are kept away from the working area.

How do I know my claim will be covered?

For most claims, it's likely we'll be able to let you know if you're covered once our engineer has assessed the damage. However, on some occasions we may need to contact your insurer for extra details.

If your claim isn't covered, we'll still be able to provide you with a direct quote for the work.

Who do I pay my policy excess to?

We aim to collect policy excesses on the insurance company's behalf when booking your survey. Payment must be obtained before we order any materials or parts.

Payments can be made via debit/credit card, bank transfer or by cheque.

Please write your reference number on the reverse of any cheques, and make payable to:
Glassolutions Saint-Gobain Ltd.





Everything you need
to know about the
GLASSOLUTIONS repair
and replacement service

FOR MORE INFORMATION...

and some more frequently asked questions, visit the Homeowner Emergency Glazing Repairs page on our website:

www.glassolutions.co.uk/your-claim-journey

CONTACT US

24hr Emergency Line: **0333 00 333 88**
National Customer Service Centre: **0333 00 333 88**
Fax: **0333 32 167 88**
Email: **customer.service@glassolutions.co.uk**

Waterlands, Meadows Road, Brookfields Park, Manvers, Rotherham, S63 5DJ

ESCALATE A COMPLAINT

Telephone: **01709 773778**
Complaints: **service.improvement@glassolutions.co.uk**



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