



## *Frequently Asked Questions*

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**If you have additional questions, please contact us at 1-800-882-3325**

### **Insurance FAQs**

Q: Will checking on my deductible or inquiring about an auto glass claim raise my insurance rates?

A: Asking your insurance provider about your policy coverage and deductibles is generally not considered a claim. To be certain, please refer to your insurance policy.

Q: Will filing an auto glass claim count towards my insurance policy?

A: In many cases, insurance companies will not count auto glass damage as a claim on your policy. To be certain, please refer to your policy or contact your insurance provider to confirm your specific coverage.

Q: What if I only have liability coverage?

A: Because liability insurance only provides coverage for damages to another vehicle, auto glass claims would not apply. SMAIL AUTO GLASS offers multiple payment options including cash, checks, Master Card, Visa, Discover and American Express.

Q: Will all insurance companies waive my deductible if my windshield is repaired rather than replaced?

A: Many insurance companies do cover windshield repair at 100 percent coverage with no deductible. A SMAIL AUTO GLASS representative will be happy to help you with your questions regarding insurance coverage.

Q: What if my deductible is the same or more than the auto glass service?

A: A claim may not be necessary. We offer different forms of payment. Please speak to an Auto Glass Service representative.

Q: Do I need to contact my agent or insurance company before I contact SMAIL AUTO GLASS?

A: Most insurance companies have toll free numbers that link to the glass claims departments. Follow the prompts and remember to request SMAIL AUTO GLASS as your repair or replacement service provider.

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## **Company Information**

Q: Do you service my area?

A: We offer service within a 50 radius. We offer both in-shop and mobile service in many areas. Contact a SMAIL AUTO GLASS representative to confirm service in your area.

Q: What are your store hours?

A: While hours vary according to location, appointments are available in most areas from 8:00 a.m. to 5:00 p.m. Monday through Friday and 8:00 a.m. to 12:00 p.m. on Saturdays by appointment only.

Q: Where are you located?

A: We are located at 5037 Route 30 Greensburg, PA 15601. Offices are located in the Smail Collision Center, directly behind Smail Acura.

Q: Do you offer mobile service?

A: Mobile service is available in many areas. For your convenience, we will come to your home, office or wherever your travels take you.

Q: Do you offer a guarantee on your work?

A: Yes, we offer a written warranty on our products and craftsmanship that is good for as long as you own or lease your vehicle.

Q: How long have you been in business?

A: SMAIL COMPANY INC. has been in business for over 70 years. We offer 17 years experience in the Auto Glass Repair & Replacement Industry.

Q: Are your shops and/or technicians franchised?

A: No. We are company owned and all technicians are company managed.

Q: Are you hiring?

A: We are always in search of qualified job candidates to join our team. Submit your resume to [info@smailautoglass.com](mailto:info@smailautoglass.com)

Q: Will you sell my personal information?

A: We will never sell your personal information. Any information that we collect from you will be used in accordance with our [privacy policy](#).