**Glass Doctor Frequently Asked Questions:**  
  
  
**Cutting Mirror Glass:** if a customer asks us to cut an existing mirror or non-tempered glass, we can do that. We have a $50 glass charge (we are not responsible for the glass breakage that may occur). Satellite shops are appointment only. Carrollton they can walk in for this.  
  
**Screen replacements:** for 1 screen it will cost $200 minimum/ It costs our guys $150 to come out to the property! Multiple screens would be cheaper per screen.  
  
**Leaded Door Glass:** (door glass that has small aluminum bars on the inside of the glass) We cannot do this. We would refer our customers to stained glass unlimited  
  
**Customer drop off/ Pick up:** The Om oversees the existing jobs. This will include pick-up date or scheduling for furniture or items to be dropped off at the shop to measure.

**Customers that go to our shops when no one is there, and they have no appointment:** Three options we can give customers. 1. Let them know they can come to our Carrollton shop, if they don’t want to do that there is option 2. We can get them to set up with an appointment for someone to go out and help them at their residence. 3. Do a phone/email quote.

**New warranty claims:** Get the cx over to the Om to handle/ If not available send slack to Om in retail warranty to reach back out. The process will be asking for photos of the glass in question   
  
**Military discount:** We do offer various discounts such as military discount. This will not be applied until the final bill. Collect $35 as usual and make a note in the summary when booking a new job.  
  
**Phone quotes:** This is a last resort as we always to send someone out to measure. However you would send this text quote template:  
  
Glass Doctor here can you please send the following information so we can get you a quote as quickly as possible.  
1.) Photo of the window  
2.) Approx. Sizes (PLEASE not in a photo with a measuring tape)  
3.) Double Pane or Single Pane  
4.) Clear or LowE/Energy Efficient glass (green or blue hue to it)  
  
**Responding to text messages:** For phone quotes you will be tagging Taylor to quote the job. Other responses you are responsible for! You may need to get with the Om to ask further questions or how they would like to handle.

**What are the satellite shops:** Any shop that is not Carrollton. (Arlington, Denton, Forney, Colleyville).

**What are the 2 circumstances where the deposit does not go towards the total of any work?**  1.) If someone has an emergency after hours call and needs someone out immediately that is a 250$ deposit that does not apply to the total. 2.) Out of service fee 250$, if someone wants us to come out to an address, we do not service, that does not apply to the total.

**What are the only things we waive assessment fees on?**  IG windows and, single pane windows, pet doors, and shower enclosures. These are 35$ assessment fees.

**What is 75$ assessment fees?** Cabinet glass/Tabletops/Mirrors/Leaking windows/Windows that don’t open or close/Shower adjustments.

**What are some services we do NOT offer?** We do not service lead glass/kitchen aid glass (ex: stovetops/oven glass/microwave glass).

**LED mirrors-** If someone asks about LED mirrors, we can supply them and install them. Normally seen with home builders and high-end customers but we can supply them. They are pricy, range anywhere from 4k+.

**Film tint and frosted windows-** For film tint on windows the minimum for one is 250$. If there are multiple windows that need to be tinted it would cost the cx less. It would not be 250$ per window.   
**For frosted windows**-We can add frosted tint to an existing window. We can also replace the customers glass with a privacy glass such as satin.

**How long do customers have to cancel an appointment and get a refund?** Customers have up until the day before, before we close to cancel and get a refund issued.