



## FREQUENTLY ASKED QUESTIONS

### **1. I've sent in my text but I haven't received a response.**

First, please check that your text is in the correct format. You need to text in a keyword (where stated) followed by a space, then your registration number (with no spaces), followed by a space and mileage (again with no spaces). For example, your text should read as follows: KEYWORD HD06NHN 12000. Once your text is in the correct format, send it to the shortcode stated (example: 88755).

If you have done all this correctly and still not received a response, it could be for one of the following reasons:

- i) The text you sent to us may have failed for some reason. You could try sending it again as you will not have been charged for using the valuation service, however, please bear in mind that you standard network text rate will still apply.
- ii) Your mobile phone may be out of credit. If you do not have enough credit on your phone we will not be able to send you your valuation.
- iii) You may have a bar on your mobile preventing you from using premium rate services. To remove a bar you will need to speak to your network operator directly.

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### **2. I've received a return text stating that you don't value my vehicle. Why is that?**

We only value UK specification vehicles registered between 1992 and 2011. If the vehicle that you're trying to value is older than 1999, is American, is specialist or made in small numbers (e.g. Caterham, Lamborghini) or is a 'grey import' (e.g. a Mitsubishi Pajero or other non-UK Japanese vehicle) you won't be able to use this service.

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### **3. Is this a subscription service?**

This is not a subscription service. To opt-out of free marketing messages text STOP to 88744. Over 16 only.

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### **4. I have a query in connection with the valuation or service I received**

Service is provided by Glass's Information Services Ltd. Service provider is MIG. Customer Service is provided by MIG: 0870 248 0277. Remember to clearly detail the query you have, your mobile telephone number, the time and date of the valuation, and any problems you encountered. We will investigate and respond accordingly.

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