

A cracked windshield has a way of turning an ordinary drive into a small expedition. One minute you are easing down the road, thinking about work, groceries, or the next exit. The next, a stone snaps off a truck tire and leaves a bright little star in the glass. Sometimes it stays small. Sometimes it begins to crawl. By the time that crack reaches across your line of sight, the whole day changes.

That is the moment when most drivers start searching fast: windshield replacement near me, auto glass repair near me, windshield installer near me, or mobile windshield replacement near me. They are not shopping for a luxury. They are trying to get back on the road without getting dragged into confusion, delay, or sticker shock.

Impex Auto Glass, based in Greensboro, North Carolina, shows up in that practical, high-pressure corner of car ownership. The business is listed by the Better Business Bureau under windshield replacements, with an address at 8748 W Market St, Greensboro, NC 27409-9682. BBB records identify it as a sole proprietorship that started on June 14, 2020, with the BBB file opened on December 15, 2023. The owner and business management contact is listed as Mr. Larry Diesbach. It is not BBB accredited, but it holds an A+ BBB rating.

That combination invites a closer look. Not a puff piece. Not a victory lap. Just a grounded read of what publicly available business details and customer reviews suggest about the experience of hiring Impex Auto Glass for windshield replacement, mobile replacement, and related auto glass needs.

The short version is this: reviews point again and again toward fair pricing, professional service, and quick turnaround. The longer story is more useful, because auto glass work is one of those trades where a good job feels invisible afterward. No wind noise. No leaks. No smears of adhesive on the interior trim. No mystery fees. No waiting three days for a basic answer. When customers praise an auto glass company, they are often praising the absence of trouble.

The road-test value of reviews

Reviews are imperfect instruments, but they reveal patterns. One driver may be thrilled because a job was cheaper than expected. Another may focus on the installer's punctuality. A third may be relieved because the broken windshield replacement happened quickly enough to salvage the workweek. When enough reviews point in the same direction, they begin to matter.

Impex Auto Glass is shown on Birdeye with a 4.9-star rating based on 162 Google reviews. That is not a tiny sample of one or two comments from relatives and friends. It is enough volume to start noticing repeated themes. According to the review summaries visible there, customers mention windshield replacement, mobile replacement, fast turnaround, professional staff, and pricing described as fair or affordable.

Those words carry weight in the auto glass world. Fair pricing does not always mean cheap windshield replacement in the bare-bones sense. It usually means the customer felt the quote made sense for the job, the vehicle, and the speed of service. Professional service does not mean someone wore a pressed shirt and spoke in polished slogans. It means the work was handled with competence, the customer was treated with respect, and the vehicle was returned in usable condition.

A 4.9-star average does not guarantee every future customer will have a flawless experience. Glass availability, weather, vehicle design, insurance timing, and scheduling can all throw a wrench into the day. But a strong review pattern does suggest that many customers walked away feeling they got value, not just glass.

Fair pricing is more than the lowest number

Anyone who has compared windshield replacement cost between shops knows how wide the range can be. A basic front windshield replacement on an older vehicle is a different creature from an OEM windshield replacement on a newer model with camera systems, rain sensors, heating elements, acoustic glass, or embedded antennas. A truck windshield replacement may not price the same as an SUV windshield replacement. A rear windshield replacement, often called back glass replacement, can involve defroster lines and different labor steps. Side window replacement and other car window replacement jobs have their own quirks too, especially when broken glass has fallen into the door cavity.

That is why the word “fair” matters more than the word “cheap.” Cheap can be a trap if it leaves out parts, adhesives, moldings, calibration needs, or mobile service details. Fair means the customer understands what is being paid for, and the shop gives a number that feels reasonable once the job is done.

Reviews connected to Impex Auto Glass repeatedly describe the pricing as fair or affordable. That does not tell us a universal price list, and it should not be read as a promise about every vehicle. A windshield replacement quote depends on the car, the glass, the installation conditions, and the specific service needed. Still, when multiple customers use language like fair or affordable, it suggests the business is not leaving people feeling ambushed at the finish line.

There is a special kind of relief in that. Auto glass damage usually arrives uninvited. Nobody budgets joyfully for cracked windshield repair or emergency windshield replacement. Most drivers are thinking about deductibles, work schedules, rain in the forecast, inspection rules, and whether they can safely drive another day. A fair price steadies the whole situation.

Professional service shows up in the small moments

Professionalism in auto glass is easy to underestimate until you see the opposite. A windshield installer is working around paint, trim, airbags, dashboard surfaces, cameras, sensors, and weather seals. A rushed or careless job can create leaks, wind noise, rust risk, or safety concerns. The windshield is not just a window. In many vehicles, it contributes to cabin structure and supports proper airbag deployment.

Customer comments summarized on Birdeye describe Impex Auto Glass staff as professional. That is a broad word, but in this trade it tends to point to a few concrete experiences.

A professional auto glass service near me answers questions without making the customer feel foolish. It explains whether windshield repair near me is enough or whether full vehicle glass replacement is the safer route. It gives realistic timing. It protects the vehicle during installation. It does not treat the customer’s driveway like a dumping ground. It respects that the car may be the family’s school bus, office shuttle, grocery hauler, and weekend escape rig all at once.

One review noted that a windshield replacement was completed in under an hour at the customer’s residence. That single example should not be turned into a blanket guarantee for every job, since some vehicles and conditions require more time. But it does show the kind of fast, mobile service that customers remember. When your car is sitting at home with a cracked windshield and someone can come out and handle the work efficiently, the day feels rescued.

That matters in Greensboro, where a driver may be juggling commutes, school drop-offs, medical appointments, or a route across town that does not leave room for sitting in a waiting area all afternoon. Mobile windshield replacement is not just convenience. For many drivers, it is the difference between handling the repair and postponing it until the crack grows worse.

What mobile service changes for the customer

There is an adventurous streak to mobile auto glass work. The shop travels to the problem. Instead of the customer limping across town, the installer brings tools, glass, adhesive systems, and know-how to the vehicle. A driveway becomes a work bay. A parking lot becomes a staging area. The repair moves from a fixed shop counter into the open world, where weather, space, and timing all matter.

Reviews for Impex Auto Glass mention mobile replacement, and that is one of the most useful services in the category. Mobile windshield replacement Greensboro searches usually come from people trying to avoid extra driving after damage. If the crack is severe, if the glass is shattered, or if visibility is compromised, driving to a shop may not be the best call. Mobile auto glass repair can reduce that risk.

Still, mobile service has practical boundaries. Rain, extreme wind, tight parking spaces, poor lighting, or unsafe roadside conditions can complicate an installation. A good mobile windshield replacement provider has to balance speed with judgment. If the conditions are not suitable for adhesive work or safe installation, the professional answer may involve rescheduling, relocating the vehicle, or adjusting expectations.

That is where communication becomes part of the service. Customers often judge a company not only by whether the job gets done, but by whether they knew what to expect. Same day windshield replacement sounds simple until glass availability, job complexity, or weather enters the story. Same day auto glass replacement can be realistic for some vehicles and impossible for others. The honest shop does not turn every call into a promise it cannot keep.

Repair, replacement, and the point of no return

Not every windshield chip needs a new windshield. Rock chip repair and windshield chip repair can be smart options when the damage is small, clean, and positioned safely. A chip caught early may be stabilized before it spreads. That can save money and preserve the original glass.

But there is a point where cracked windshield repair stops being the right answer. Long cracks, damage in the driver's direct field of view, chips near the edge of the glass, complex impact points, and contamination inside the break can all push the decision toward replacement. This is not just a cosmetic judgment. The windshield is part of the vehicle's safety envelope.

Drivers often wait because the first chip looks harmless. Then the car sits through a cold night, or the defroster blasts hot air against cold glass, or the body flexes over a pothole, and the crack takes off like a trail through the mountains. By morning, what might have been a small windshield repair near me search becomes a front windshield replacement problem.

A review profile that emphasizes windshield replacement and fast turnaround is useful because replacement is the higher-stakes job. Repair matters, but replacement demands more logistics: the right part, safe removal, surface prep, adhesive application, glass setting, cure time, and often technology considerations on newer vehicles.



The calibration question drivers should not ignore

Modern windshields are no longer simple panes of laminated glass. Many late-model vehicles have cameras or sensors mounted near the rearview mirror for advanced driver assistance systems. Lane departure warning,

automatic emergency braking, adaptive cruise functions, and other features may depend on a camera that looks through the windshield.

That is why searches like windshield calibration near me and ADAS windshield calibration have become common. If a windshield is replaced on a vehicle with these systems, calibration may be required depending on the vehicle and manufacturer procedures. Sometimes it is static calibration in a controlled setup. Sometimes it is dynamic calibration during a road drive. Sometimes both conditions or specific scan tools are involved.

The verified review and business information for Impex Auto Glass does not establish specific calibration capabilities, so the wise customer should ask directly when requesting a windshield replacement estimate. This is not a minor upsell question. It is part of the safety conversation. If your vehicle has a camera attached to the windshield, ask whether calibration is needed, whether the company handles it, and how that affects timing and price.

Good customers do not need to become engineers, but they do need to know which questions to bring into the canyon. Auto glass on a newer vehicle can be a map with hidden turns. The cheapest initial windshield replacement quote may not be the true cost if calibration is required and left out.

Here are five questions worth asking any windshield replacement company before approving the work:

1. Does my vehicle require ADAS windshield calibration after replacement?
2. Is the quote for aftermarket glass, OEM windshield replacement, or another glass option?
3. Is mobile windshield replacement available for my location and vehicle?
4. What is included in the windshield replacement cost, including moldings or related materials?
5. How long should the vehicle sit before it is safe to drive?

That small checklist can prevent a surprising amount of confusion.

Insurance, deductibles, and the cash-pay route

Auto glass claims have their own maze. Some drivers search insurance windshield replacement because they want to know whether the policy will cover the job. Others search windshield replacement insurance claim after a branch falls, a rock hits, or vandalism leaves the vehicle exposed. The answer depends on the policy, the state, the type of coverage, and the deductible.

A windshield replacement deductible can change the decision. If the deductible is higher than the replacement cost, a customer may choose to pay out of pocket. If the damage is covered and the deductible is manageable, insurance may make sense. For a small chip, some policies may handle repair differently from replacement, but the specifics vary.

Nothing in the verified public information about Impex Auto Glass confirms particular insurance handling procedures, so a customer should ask directly. The useful point is broader: fair pricing gives drivers options. If a company's cash price is reasonable, customers are not forced into a claim simply because the out-of-pocket number feels impossible.

The most experienced drivers usually compare both paths. They ask for a windshield replacement quote, check the deductible, and decide whether filing a claim is worth it. They also consider future premiums, claim history, and how urgently they need the vehicle back in service. There is no single heroic answer for everyone. The right route depends on the vehicle, the policy, and the wallet.

A Greensboro business with a public footprint

Impex Auto Glass is rooted publicly in Greensboro, North Carolina. The BBB listing gives the W Market St address and classifies the business under windshield replacements. It also notes that the company is not BBB accredited while showing an A+ BBB rating. Those two facts can sit together, and customers should understand the distinction. BBB accreditation is a specific status a business may or may not hold. A BBB rating is a separate evaluation shown by the BBB.

The listing also identifies the business as a sole proprietorship, started in June 2020. That detail gives a different feel from a faceless chain. Sole proprietorships often live and die by reputation. A few poor jobs can echo loudly. A steady run of positive reviews can become the engine of the business.

The public review count, 162 Google reviews reflected through Birdeye, suggests that customers have been willing to report their experiences. The 4.9-star rating is especially relevant because auto glass customers often arrive stressed. They are not casually browsing for a decorative upgrade. They need broken windshield replacement, car window replacement, or auto glass replacement near me because something went wrong.

When stressed customers repeatedly describe a business as professional, affordable, and fast, that is worth noticing.

The meaning of “same day” when glass is involved

Same day windshield replacement is one of the most attractive phrases in auto glass. It sounds like a bridge thrown across a ravine. Damage in the morning, fixed by afternoon. For many customers, especially those with common vehicles and straightforward needs, that may be possible with the right company and available inventory.

But same day service has real-world dependencies. The correct glass must be available. The installer must have time in the schedule. The vehicle must be accessible. The weather must allow proper work, especially for mobile windshield replacement. If ADAS calibration is required, timing may change. If the vehicle has unusual glass, rare trim, or special features, the job can take longer.

The review example of an Impex Auto Glass replacement completed in under an hour at a customer’s residence shows impressive speed in at least that customer’s case. It speaks well of efficient mobile service. Still, the better lesson is not that every job will take under an hour. The better lesson is <https://rumble.com/user/impexautoglass> that fast, competent service is possible when the vehicle, part, and conditions line up.

Drivers should be honest when calling for same day auto glass replacement. Describe the vehicle accurately. Mention sensors, cameras, rain-sensing wipers, heads-up display, heated glass, or prior windshield replacements if you know about them. Say whether the vehicle is at home, work, or another location. Explain whether the glass is cracked, chipped, shattered, or missing. The more accurate the first call, the fewer surprises on the trail.

When a low quote should make you pause

There is nothing wrong with looking for cheap windshield replacement. Most people work hard for their money, and auto glass damage rarely arrives at a convenient time. But the lowest quote is not always the best windshield replacement near me result.

A suspiciously low price can leave out details. It may not include mobile service. It may use a glass option the customer did not understand. It may ignore calibration. It may not account for clips, moldings, or cleanup from broken glass. It may come with vague scheduling or limited accountability.

Fair pricing, the phrase customers use in reviews of Impex Auto Glass, lands differently. It suggests value rather than bargain-bin risk. In vehicle glass replacement, value means the job solves the problem without creating a new one. The windshield fits. The seal holds. The trim sits correctly. The customer knows when the vehicle can be driven. The price does not mutate after the work is underway.

That is what people are really chasing when they type best windshield replacement near me. They do not necessarily mean the flashiest brand. They mean the company that will answer, show up, charge a reasonable amount, and leave the vehicle ready for the road.

The hidden craft inside a clean windshield replacement

A good windshield replacement looks simple from the outside, which is why the trade is sometimes undervalued. Remove old glass. Set new glass. Done. Anyone who has watched the work closely knows better.

The installer has to protect the vehicle, cut out the old windshield without damaging the pinchweld, clean and prepare the bonding surface, apply primer if needed according to the adhesive system, lay a consistent bead of urethane, place the windshield accurately, reinstall components, and respect safe drive-away time. If the windshield is misaligned, even slightly, trim and sensors may not sit properly. If the bonding surface is compromised, leaks or corrosion can follow. If the vehicle is released too soon, safety can be affected.

Mobile work adds another layer. The installer is doing all of this away from the controlled environment of a shop. That makes professionalism even more important. A customer may only see a van, a piece of glass, and a worker moving with practiced confidence. Behind that is a chain of decisions.

The positive review themes around Impex Auto Glass point toward customers feeling that chain held together. They mention fast turnaround and professional staff. That is exactly what you want after your windshield has failed its duel with a rock.

Choosing wisely when the glass breaks

The best time to choose an auto glass company is before the crack reaches the far edge of the windshield. Of course, most of us do not live that neatly. We choose while standing in a parking lot, brushing tiny fragments off a seat, or staring at a line in the glass that was not there yesterday.

In that moment, a few signals matter. Public business information gives one layer. Reviews give another. A phone conversation gives the final test. Impex Auto Glass has several public signals in its favor: a Greensboro presence, BBB classification under windshield replacements, an A+ BBB rating despite not being BBB accredited, and a strong 4.9-star review profile based on 162 Google reviews shown through Birdeye. Review summaries mention windshield replacement, mobile replacement, fast turnaround, professionalism, and fair or affordable pricing.

That is a solid trail marker for drivers in and around Greensboro who are comparing local windshield replacement options. It does not replace asking your own questions. It does not guarantee identical timing or pricing for every vehicle. It does suggest that many customers have found the service dependable and reasonably priced.

Before booking any auto glass replacement Greensboro service, a driver should be ready with the vehicle year, make, model, body style, and details about any windshield-mounted technology. If the vehicle is a truck, SUV, or specialty trim, say so. If you are dealing with rear windshield replacement, side window replacement, or back glass replacement rather than front windshield replacement, be clear. If you need mobile auto glass replacement near me because the vehicle should not be driven, say that too.

The conversation should feel practical, not slippery. A good provider will not make every answer sound identical. A rock chip repair is not the same as a shattered back glass. A basic windshield replacement is not the same as one involving ADAS windshield calibration. A same day windshield replacement is not always possible, but when it is, the shop should be able to explain the timing.

What the reviews ultimately say

Reviews of Impex Auto Glass, taken as a whole through the public summary available on Birdeye, tell a straightforward story. Customers appreciate the price. They appreciate the professionalism. They appreciate speed. At least one customer reported a windshield replacement completed in under an hour at the residence, a vivid example of mobile service doing exactly what mobile service is meant to do.

For a driver with a cracked windshield, that combination matters more than fancy language. Fair pricing keeps the repair from feeling like a raid on the bank account. Professional service protects the vehicle and the customer's trust. Fast turnaround gets life moving again.

Auto glass damage always feels like an interruption. It can happen [Greensboro auto glass](#) before a road trip, after a work shift, during a storm, or while the car is parked minding its own business. The right windshield replacement service turns that interruption into a manageable detour.

Impex Auto Glass appears, from verified public information and review patterns, to have earned a reputation in Greensboro for handling that detour well. For drivers searching windshield service near me, local windshield replacement, mobile windshield replacement, or auto glass service near me, the strongest message in the reviews is not complicated: people felt treated fairly, served professionally, and sent back toward the open road without unnecessary drama.