

## FREQUENTLY ASKED QUESTIONS

At [*insert shop name*] we are experienced professionals at restoring your vehicle to its pre-accident condition. We also realize what a stressful experience it is to deal with an auto accident and the aftermath (physical injury and/or damage.) Throughout the collision repair process we are available to assist wherever possible and to answer your questions. Below are answers to some commonly asked questions:

### **WHERE DO I GET A CLAIM NUMBER?**

Claim numbers are issued by your insurance company at the time you report your accident. Just jot it down and bring it in with you when you come in to begin the repair process, we will do the rest.

### **ARE YOU OPEN SATURDAY?**

Yes, we have Collision Advisors on duty for your convenience every Saturday from 8:00 A.M. to 2 P.M. [*insert your schedule*]

### **WILL THE PARTS BE ORDERED BEFORE I DROP OFF MY VEHICLE FOR REPAIR?**

Absolutely. We generally order your vehicle's parts at the time we write the estimate, then schedule your vehicle for drop-off a couple of days later unless your vehicle is found unsafe to drive, in which case we would help you arrange for a rental vehicle as soon as possible. This enables us to provide you a quicker turnaround time.

### **IF MY VEHICLE'S FRAME IS DAMAGED IS IT A TOTAL LOSS?**

No. A car is a total loss only when the price of repair exceeds the insurance company's determined value of your vehicle. Nowadays, most cars are built using unibody (frame and body as one) construction. This type of frame is very strong and designed so that repairs can be made. Our skilled technicians, with the aid of state-of-the-art computer measuring systems, can return your vehicle to its original factory specifications. If it is determined that the frame section is damaged beyond repair, that section can simply be replaced.

### **CAN YOU MATCH THE PAINT COLOR?**

Today's modern factory finishes incorporate multiple layers of highly specialized paints. We have made a major investment in the finest paint system available and constantly upgrade technology and equipment to ensure that each vehicle's paint matches. We take special pride in our ability to match factory finishes as the final step in the restoration process.

### **SHOULD I REMOVE MY BELONGINGS FROM MY VEHICLE?**

Yes! Do this at the accident scene whenever possible or as soon afterward as you can. Often cars cannot be properly secured for extended periods after accidents, making them easy prey for thieves. We may not receive your car in the same condition as you left it at the accident scene.

**CAN I GET OTHER SERVICE WORK DONE ON MY VEHICLE WHILE IT IS IN THE BODY SHOP?**

Yes. Just let your Advisor know what other work you would like done so that they can make the necessary arrangements.

**HOW LONG WILL THE REPAIRS TO MY VEHICLE TAKE?**

Your Advisor can give you an estimate of the time it will take to complete the repairs to your vehicle. We will do our best to return your vehicle as soon as possible. Be sure to check with your Advisor for the specifics on your vehicle.

**CAN I GET A RIDE HOME WHEN I DROP OFF MY CAR?**

Yes, we would be happy to provide this service to you. We want each customer's visit to be a positive experience and will work diligently towards that goal. We gladly provide a pickup and delivery service. Just let your Advisor know when you call.

**HOW CAN I GET A RENTAL CAR?**

If you need a rental car, we can help you make the necessary arrangements. Insurance companies will only pay for a rental car if you have that option on your policy or if you are the Claimant. Check your policy and/or call your insurance company to find out if you have rental coverage and what, if any, your specific limitations are. For your convenience, ABC Rental Car Company is located right in our lobby.

**HOW WILL I KNOW WHEN MY CAR IS DONE?**

You will be notified when your vehicle is ready to be picked up. You may also check this website and follow your vehicle through the repair process. You will see a message next to the last picture of your vehicle telling you that your vehicle is ready to be picked up. Feel free to call or e-mail your advisor during the repair process if you have questions or concerns.

**IS THERE A WARRANTY ON THE REPAIRS TO MY VEHICLE?**

Yes. We guarantee all repairs with a Lifetime Warranty.

**DO I HAVE TO PAY A DEDUCTIBLE?**

The amount of deductible for which you will be responsible is determined by your insurance policy. If you carry broad collision, and you were not at fault, your insurance company most likely will waive your deductible. Insurance companies determine fault by your account of the accident when you make the claim, and by reviewing the accident report filed with the police department. If you aren't sure about your deductible, your agent can tell you whether your insurance company has waived your deductible or whether you will be responsible to pay this when you pick up your vehicle.

**TO WHOM DO I PAY MY DEDUCTIBLE?**

If your deductible is not waived, it will be your responsibility to pay when you pick up your vehicle. If you aren't sure about your deductible, your agent can tell you whether your insurance company has waived your deductible or whether it will be your responsibility.

**WHAT FORMS OF PAYMENT DO YOU ACCEPT?**

The easiest and most convenient way to pay for your portion of the repairs to your vehicle is with a major credit card. We accept Visa, MasterCard, & Discover. Of course, cash and checks are always welcome.

**WHAT ARE BETTERMENT CHARGES?**

Parts that wear out and need replacement with time and use (i.e., tires, batteries, and suspension parts) are commonly subject to betterment charges when they are replaced during the repair process. These betterment charges are determined by your insurance company and are pro-rated based on actual miles on your vehicle.

**CAN I WASH MY CAR?****RECOMMENDATIONS AND PRECAUTIONS IN THE FIRST 30 DAYS**

**DO:** Wash the vehicle by hand with cool water and a very mild car wash solution using a soft cloth or sponge. Always use clean fresh water. Wash your vehicle in the shade.

**DONT:** Do not use a commercial car wash. Stiff brushes or sponges could mar the finish and damage the surface. Do not "dry wipe" your vehicle. Dry wiping can scratch the finish. Do not drive on gravel roads. Chipping the finish is easily done in the first 30 days. Avoid parking under trees and utility lines which are likely to attract birds. Bird droppings have a high acid content and will damage a freshly painted surface. Also, tree sap can mar or spot a freshly painted surface. Do not spill gasoline, oil, antifreeze, transmission fluid, or windshield solvent on the new finish. Do not scrape ice or snow from the newly painted surface.

**RECOMMENDATIONS AND PRECAUTIONS IN THE FIRST 90 DAYS**

**DON'T:** Do not wax or polish the vehicle. Allow the finish to dry and harden completely.