

# Customer Information



Here's everything you need to know about preparing yourself and your vehicle for your vehicle repairs.

## Drop off

- Have your vehicle here between 8.00-9.00am if possible or even the day before if suits.
- Check in and out using the QR code, follow any other mandated COVID requirements like, wearing a mask, social distancing and using hand sanitiser available at reception.
- Please have at least 1/4 tank of fuel in your vehicle.
- Remove all your belongings from the vehicle including items in your boot and child restraints (please note if you leave child restraints in the car and we need to remove them to carry out repairs – we do not fit them again for safety reasons).
- Take all unnecessary keys off your key ring and ensure we have all they keys we require eg: spare wheel cover key, roof rack keys, hard cover key.
- Confirm your hire car booking with either your insurance company or hire car company a few days prior to your booking. If using one of our loan cars you need to sign our loan car agreement on collection.
- Insurance excess and other money payable is due on collection of the vehicle - Please note our payment methods - EFTPOS, Cash or Direct Deposit. We do not accept Cheques, Amex or Diners. All funds will need to clear prior to release of vehicles.

## During repairs

The timeframe for your repairs is estimated. Every effort is made to achieve this, but there may still be delays.

- Sometimes additional damages can be found during repairs.
- Parts delays - due to freight, damaged or being supplied incorrectly.

Best efforts are made to avoid any delays, however some cases it cannot be helped and we will let you know should this happen. When calling our office with any questions, please quote your registration number for ease of locating your job information.

## The process

- Vehicle disassembled and any additional damage is identified.
- Parts checked and trial fitted to vehicle.
- Repairs carried out by technician to manufacturers standards.
- Primer is applied to the repaired areas & preparation begins for paint.
- Paint is applied and baked in the spray booth.
- Any minor flaws are buffed and polished out.
- Re-assembly of your vehicle.
- Final checks and car cleaned in and out.
- Quality control is carried out through each process.