

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.
- Please have at least 1/4 tank of fuel in your vehicle.
- Remove 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 given for your repairs is **only an estimate**. Every effort is made to achieve this estimated completion date, but there may need it longer.

- Sometimes additional damage can be found during repairs which may result in needing extra parts, repairs/paint work.
- Parts delays - due to freight, availability, supply issues (ie damaged in transit or being supplied incorrectly), which may result in your car being with us longer than originally anticipated.
- Most modern cars have a lot of technology, so once we remove/replace parts, some cars require a mechanic to recalibrate things like sensors, cameras etc) this also may require us to have your vehicle for longer than originally anticipated.

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.

Thank you for choosing Sampson's Car Repairs.
Visit our website for more information - sampsonscarrepairs.com.au