

REPAIR PROCESS AND AUTHORIZATION



10322 Perry Highway
Wexford, PA 15090
Phone: 724-934-4941
Fax: 724-934-4943

Name: _____

Vehicle: _____ License#: _____

Work Description

Approximate Repair Amount or Claim Reference #: _____

Most estimates performed prior to disassembly of the vehicle are not accurate because of the probability of hidden damage. Therefore, it is our practice that accurate estimates of the cost to repair, as well as the expected time to complete repairs, are not made until we have disassembled the area of damage to your car. Our normal process is as follows:

1. Obtain your approval for use to repair your car and to negotiate with your insurance company if required.
2. Itemize the visible external area and locate hidden damage
3. Disassemble the damaged area to locate the hidden damage
4. Itemize the previously hidden damage that is now visible and predict the likelihood of any additional damage
5. Contact you or your insurance company for approval of the costs required to repair all damage found

Kollinger Auto Body, Inc. follows its own repair procedure to insure a quality repair backed by a written guarantee. Small differences may exist between our exact repair process and the procedures outlined on insurance company estimates. However, any differences that would affect total repair costs will be discussed with you or your insurance company beforehand. In the event that Kollinger Auto Body, Inc. does not repair your vehicle, there will be a charge for any labor performed in regards to disassembling and estimating the damage, and for storage for the time the vehicle was in our possession. All charges for repairs must be paid when the vehicle is ready for delivery. In some cases this requires your assistance in following up with the insurance company to make sure they make timely payment. Some insurance checks also require lien-holder endorsement which you must obtain.

By initialing here **X** _____ you authorize us to endorse your name on any insurance check made for the purpose of paying for repairs to your vehicle. Personal checks, MasterCard, Visa & Discover are accepted in amounts up to \$1000. Amounts above that must be paid by insurance check or cashier's check.

Kollinger Auto Body, Inc. will do its best to prevent delays in the repair of your vehicle, however, it is important to understand that parts and insurance delays are sometimes beyond our control and we cannot be responsible for them. We will do our best to keep you informed at the frequency you desire. Employees of Kollinger Auto Body Inc. and its sublet vendors may occasionally operate your vehicle for testing, moving or pick up/delivery purposes. Also, during the process of repair, it is normal for the battery to be disconnected which may result in loss of radio station or other memory presets.

I hereby authorize the repairs of this vehicle, as referenced above, and acknowledge that I understand all of the above. Kollinger Auto Body, Inc. is not responsible for the security or condition of any personal property left in the vehicle. An express mechanics lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

Print Name: _____ Date: _____

Signature: _____