

Important Information Concerning The Repair of Your Vehicle

1. Always take photographs of your vehicle before any repairs are made.
2. Your insurance company cannot require you to go to a particular repair facility. You have the right to decide where you want your car repaired.
3. Always ask if the repair facility has a warranty covering repairs, and ask for the length of the warranty.
4. Always ask if your car will be repaired using manufacturer replacement parts. Often times, generic parts will be substituted, and you may never know.
5. Make certain the repair facility has "unibody repair equipment."
6. Make certain the repair facility has certified technicians.
7. Even if your insurance company provides an estimate, I strongly recommend that you obtain an independent estimate from a repair facility of your choice.
8. Often times the insurance company will request that you visit their drive-in claims facility. You can voluntarily choose to do so, or you can take your vehicle to a repair facility of your choice, and request the insurance company to examine the vehicle at that location.