

REPAIR PROCESS

1

You've been involved in a car accident.



2

You contact your insurance company to let them know and start the claims process.



3

We will arrange to do an inspection of the damage to your vehicle and create a repair estimate to be submitted to the insurance company.



4

We collect your vehicle, or you can drop it off to our repair centre (whatever you prefer).



5

We will provide you with a courtesy car if this is included in your insurance policy.



6

If your vehicle was immobile and could not be pre-inspected, one of our engineers will complete an on-site inspection and contact you to discuss the repairs required.



7

We confirm a completion date for your vehicle.



8

Repairs are underway, quality checks are carried out throughout the process and vehicle is cleaned for delivery.



9

We arrange return of your vehicle and any associated excess as part of your insurance policy is collected.

