

# HOW TO FIND A REPUTABLE COLLISION REPAIR SHOP

*“Proper and safe collision repairs are not a matter of opinion, they are a matter of correct procedure.”*

**IMPORTANT:** The resale value of your vehicle and safety of your family all depend on the choices you make. Statistics show a vehicle owner on average may be involved in an accident once every five to seven years. So it is perfectly understandable why most people might not be able to notice repairs that do not meet the quality and safety standards of **pre-loss condition**. That's why it is very important for you to choose whom **you** believe in and trust to do the work.

**REMEMBER:** The insurance company is obligated under contract to restore your vehicle to **pre-loss condition**, nothing less, nothing more.

**The following guidelines** are designed to reduce your risk of having a bad collision repair experience and help you choose a reputable collision repair facility.

**First:** ask for referrals from people you know who've had a recent collision repair experience. Don't ask your agent, because once you file a claim your agent now has to protect his employer's best interests, not yours.

Ask questions. Click to our Frequently Asked Questions page for what to look out for and what to avoid.

Today's vehicles are designed with more technology than NASA used to put a man on the moon. If your vehicle is not repaired properly, it may worth less and not as safe. Be sure that the body shop has technicians who are properly trained and certified. Training Certificates should be posted on the lobby walls of the repair facility. Look for:

I-CAR or ASE Certified Body Technicians & Service Advisors  
A minimum of at least one Welding Certified Technician

## ***A reputable repair shop...***

Is staffed with courteous professionals who are willing to take the time to help walk you through the complete repair process.

Wants to answer your questions and provide you with an accurate cost of repairs to **pre-loss condition**.

Will arrange for towing or pick up at your convenience, and a rental or loaner car made available for your use.

Supports, in writing, all of their work with a **lifetime warranty**.

Provides written assurance that the body shop will not begin repairs until they have negotiated a price.

Provides a realistic date for completion of the repairs.

Notifies you immediately of any changes that may cause delays. **NOTE:** It's important to understand that proper and safe repairs may take longer than expected for a number of specific and crucial reasons.

Offers to keep you informed during repairs in the manner you deem best.

Wants you to know State law prohibits auto body shops use of counterfeit crash parts without your permission, and that you cannot be charged the difference for the use of OEM crash parts unless your policy states such.

***A reputable repair shop*** has the following minimum equipment requirements:

1. A dedicated frame bench for pulling and squaring your vehicle.
2. An electronic frame measuring system with a before and after printout to show you that the frame or unibody was pulled and straightened correctly.
3. A heated downdraft booth with the ability to bake your vehicle to 140 degrees plus.
4. A mig welder.
5. Compliant A/C Recovery equipment to insure that no Freon is released into the ozone.

***A reputable repair shop*** provides a detailed final repair invoice when the job is completed for your review. It includes an itemized list of all parts and materials used and all labor procedures. You are welcome to review all invoices from the parts suppliers as well. **NOTE:** *only new car dealerships can sell factory OEM parts.*

**VERY IMPORTANT!** If your airbags were deployed during the accident, a reputable repair shop will provide a written and signed document for your review that verifies the replacement airbags are new factory OEM.