



My Insurer is telling me I have to use their Approved Repairer, is this correct?

You have the right to use the Repairer of your choice. Your Insurer may advise you to use their Approved Repairer, but the final choice remains with you, the Policyholder. All Insurers have an obligation governed by the FSA to 'Treat customers fairly'.

The Accident wasn't My Fault, why should I have to claim on my own Policy?

If the accident wasn't your fault, you do not have to claim on your own policy. We can obtain authority to repair your vehicle directly through the at-fault Insurers, supply a like for like replacement vehicle for the duration of repairs, remove the need for you to pay any excess, and obtain re-imburement for any out of pocket expenses.

Will all the damage I have pointed out be undertaken?

When dealing with Insurance claims, we are only able to undertake the work which has been approved by the Insurance Company that is paying for the repairs. If you are unhappy with the engineers decision it is important you contact your Insurance Company immediately.

Will you carry out any other work I would like doing at the same time?

Yes. It is cost effective to have additional work carried out at the same time as another repair, please speak to one of our engineers for a detailed estimate.

Personal Belongings?

We will take the utmost care of your personal belongings but... ideally you should remove any items you may feel necessary from your vehicle, as we are unable to take any responsibility for any losses incurred.

Security Systems?

It is sometimes necessary to disconnect batteries and/or remove wheels to enable us to carry out repairs. Please ensure you have supplied us with any radio code, alarm/immobiliser code, key or control unit and wheel lock nut key.

Excess?

Should your insurance policy carry a compulsory or voluntary Excess you will be required to pay this amount directly to us. The Excess amount may differ from your standard Excess amount if a driver other than the policy holder was driving the car at the time of the incident.

Collection Note?

If the repair cost is being claimed from an Insurance Company upon completion of the repair, we will ask you to sign a Collection Note. This is to confirm to the Insurance Company that the repairs have been carried out and the completed vehicle has been returned to you. Signing this form does not affect your statutory rights.