

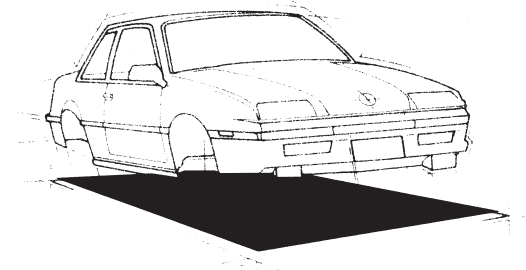
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Your Insurance Company		
Your Policy #		
Your Agent		
Date of Accident	Time of Accident	
Location		
Other Driver's Name		
Address		
City	State	Zip Code
Phone		
Yr., Make, Model of Vehicle		
License #		
Driver's License # (Include State of Issue)		
Insurance Company		
Agent		
Policy #		
<b>Witness 1</b>		
Name	Phone	
Address		
City	State	Zip Code
<b>Witness 2</b>		
Name	Phone	
Address		
City	State	Zip Code



# 10 Things To Know Before Having Your Car Repaired



227 W. State Road  
 Island Lake, IL 60042  
 (847) 526-1343 Fax: (847) 526-9343  
 24 Hour Towing  
 (847) 526-5500



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 Island Lake, IL 60042  
 (847) 526-1343 Fax: (847) 526-9343  
 24 Hour Towing  
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*As our customer, we welcome you.*

*You will receive the finest quality repairs available. These repairs are made possible only by our continued dedication to the collision industry. We are:*

- *working to keep our shop equipped with the technology needed to fix today's complex vehicles;*
- *keeping our technicians up-to-date through on-going training;*
- *striving to meet standards of top quality paint and repair work; and,*
- *dedicated to improving the collision repair industry.*

*As a member of the business community, we adhere to a Code of Ethics, our pledge to you of honesty, integrity, safety, and craftsmanship.*

*You may have some questions concerning the estimating/repair process... this brochure was designed with those questions in mind.*

*If you have any questions, please ask us. Our trained professionals are ready and willing to help you in any way they can.*

*For us, satisfying our customers is the most important goal we have.*

*Again, thanks for coming to our shop.*



**1**

Your car is the second largest investment you're likely to make. Preserve its value and your safety by having it repaired professionally.

**2**

Never drive a car that could be unsafe because of damages.

**3**

Some insurance companies may want you to visit their drive-in claims center before having your car repaired. You can do this, or you may leave your car at our shop and ask that the insurance company inspect the car here.

**4**

You are not required by law to obtain more than one estimate or appraisal.

**5**

You have the right to go to the repair shop of your choice. Your insurance company cannot require you to go to a particular shop.

**6**

Differences in repair estimates are common. A lower estimate may not include all necessary work. If you're not sure why one estimate is different from another you've received, please ask us.

**7**

Choose a shop that has unibody repair equipment and certified (by I-CAR or ASE, for example) technicians.

**8**

Ask if the shop will be using genuine manufacturer (OEM) replacement parts.

**9**

Ask if the shop offers a repair warranty.

**10**

Let us help you negotiate your claim with the insurance company.

*IMPORTANT: Please keep this in your glove compartment for future reference.*