



## *What you need to know and do*

### Northside



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### **Prior to drop off:**

Confirm location of hire car pick up, some providers have multiple locations for pick up, we would hate for your day to be delayed because you have gone to the wrong location.

Please ensure you have at least a quarter of a tank of fuel, often we need to take your car off site for sublet work to be done.

Please remove any personal items you may need whilst your car is in for repairs, gate/garage remotes, child seats, phone charges and additional keys from your keyring you may need.

### **Day of drop off:**

Please attend our driveway carpark between 7:30 and 8:00am if possible. Our northside workshop will have a meet and greet option between these times, we will direct you to a car park and confirm all your information.

If a Taxi/Uber is required, please allow sufficient time between drop off and your next appointment – starting work/collecting hire car etc.

**Repair timeline:**

We estimate the repair time, this is never a guarantee due to circumstances we can not plan for. Often additional damage is found on dismantling your vehicle and further parts are required. Freight unfortunately can cause delays in the completion in this event. If we encounter a delay due to this or any other reason, we will notify you as soon as possible. Additionally, the vehicle is not ready for collection until our last quality follow up process is completed. At this time, we will phone you to advise and if unable to get hold of you will either leave a message &/or send a text to call us.

**Repair process:**

- Vehicle is checked in and job sheet checked.
- Job allocated to Panel Technician and Paint Technician
- Parts checked and vehicle disassembled and repairs commence
- Repairs checked and job progresses to paint shop for preparation
- Paint work completed and checked
- Vehicle returns to Panel Technician for fit up
- If any other work by other providers required this is normally done now – Bull bar/signwriting etc
- On site detailer vacuums and washes car after buffing any newly painted area if required and again paint work checked
- Quality Control officer does last check over and completes checks of area worked on and paperwork handed to office to contact you to arrange collection