

### Initial Planning



#### Step 1: Evaluate Your Needs

- Confirm Insurance Company has received your damage report.
- Confirm your claim number.
- Evaluate your vehicle and identify what's needed to repair it.
- Prepare estimate and review it with you.



#### Step 2: Document the Plan

- Confirm your policy's coverage.
- Review our payment policy with you.
- Schedule your vehicle repairs and the projected completion date.
- Present our Repair Order for your authorization and signature.

If your Insurance Company requires it, we submit our estimate for their approval before proceeding.

### Body Repairs

#### Step 3: Obtain Your Parts

- The parts you need are ordered.
- Parts are logged in when received.



#### Step 4: The Body Repairs Begin

- Disassemble the damaged parts.
- Re-inspect your vehicle for any hidden damage that may have occurred.

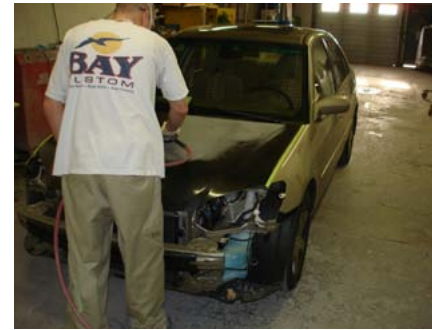
If any additional damage is found, we notify you and provide a written Supplement. It documents any additional costs or schedule changes that may be necessary.



#### Step 5: Body Repairs are Completed

- All damaged parts have been replaced or repaired, according to plan.
- Your vehicle is inspected to ensure the repairs are complete and correct as ordered.

### Prep and Painting



#### Step 6: Preparation for Painting

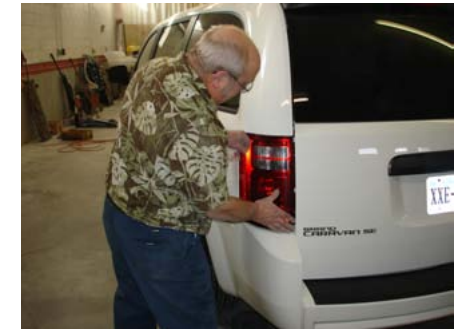
- To ensure a "like-new" paint job, your car undergoes multiple steps of careful preparation, including:
  - cleaning,
  - sanding,
  - priming,
  - sealing,
  - masking.



#### Step 7: Painting (color and clear coats)

- New paint is expertly mixed to match your vehicle's existing color.
- Multiple coats of paint are applied to the repaired areas followed by clear coats for added gloss and protection.

### Final Assembly and Delivery



#### Step 8: Final Vehicle Assembly

- Final parts assembly is completed.
- Your vehicle is carefully cleaned.
- Your vehicle is carefully inspected to ensure the final repair meets our highest quality standards.

#### Step 9: Customer Notification

- We contact you to confirm that repairs are completed, and to schedule a time for you to take delivery of your vehicle.



#### Step 10: Review and Delivery

- We meet with you to review the repairs, discuss any questions you may have, and ensure your satisfaction with our work.

Chart provided courtesy of our friends at

