

Our Commitment to You

BEFORE THE REPAIRS

- We will warmly welcome you. We will be courteous and professional.
- Time, like money, is something most people have little to waste. We will give every customer our prompt and undivided attention.
- We will offer a tour of our facility and share with you the importance of quality and safety when returning your vehicle to *pre-loss condition*.
- Your vehicle will receive a complete pre-repair inspection.
- We will encourage you to ask questions about how a vehicle is repaired and about your vehicle's safety systems, airbags, energy management and crumple zones as we walk you through the entire repair process.

REMEMBER: Most insurance companies make you believe there are **not** any important questions that you need to ask.

- We will offer you the most efficient solution to your insurance claim. Which means your car is repaired with less hassle and stress on you.
- For your convenience we offer towing and will arrange for vehicle rentals.
- We will handle all the details with your insurance company and/or assist you in processing your claim through your insurance or the other party's.

DURING THE REPAIRS

- We will ask you what you truly expect from us and we will work hard to achieve it.
- We will give you an honest, realistic date when repairs will be completed and your vehicle ready for pickup.
- We will give you repair status updates as often as you need.

AFTER THE REPAIRS

- Your vehicle will receive a complete post repair inspection.
- We will thoroughly clean your vehicle inside and out.
- We confidently support all of our work with **Color Crafter's Written Warranty**.