

Note: We do not accept cheques.

Cash or EFTPOS only.



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KWINANA SMASH REPAIRS

We welcome you to our business.



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For some people this may be your first experience having to use a smash repairer for an insurance claim or having some private work done. We would like to welcome you to our business for whatever the reason. We will do all that we can to make your experience with us both pleasant and confident that you have entrusted your vehicle with a professional business that cares about your vehicle and your time without it.

All repairs are carried out to the highest standard and in the shortest time possible so we can get you back on the road to get on with your business. We strive to give you a repair that will impress, both with the service you receive and the quality of the repair and refinish. We back this with our lifetime guarantee that whilst you remain the owner of the vehicle, should any repair that is done by KSR fail through a fault of the repair, we will rectify the area without cost to yourself.

We ask that you read the following information provided as this will assist you to understand insurance company procedures and in you obtaining the best result in the quickest time possible.

1. Insurance Claims

The majority of insurance companies only require you to obtain one repair estimate (quotation). For the smaller claims, an assessor will do what is called a desktop assessment. Larger claims are done by a visual assessment, either at your home or at the repairer's premises (this will depend on the insurance company's assessment policy).

For a basic rule of thumb we have listed how a 1 Estimate or a 2 Estimate system works.

A. One estimate system

You call your insurance company and make a claim, you will have the details taken by a claims officer and be allocated a claim number. Some companies require that you complete a claim form (most of these can be obtained from us) they will either send it in the mail, fax it or some can be completed online.

You are directed to a repairer & is probably why you have come to us. We take photos of the vehicle, these include the registration plates on the vehicle, the speedo reading, the gear selector showing auto or manual transmission, ID plates & the damaged area.

We require your details (e.g.name, address, contact number etc). Please ensure you contact details are correct should the need arise to contact you whilst repairs are being done as incorrect numbers can delay repairs by days due to not being able to talk to you.

A visual estimate is established, this does not necessarily mean that we will not find additional damage once the vehicle is stripped. If this is found, we then send a supplementary to the insurance company and have them authorise it.

The estimate, photos and claim form are then emailed to the assessing department of your insurance company. It can take 2-4 days for the claim to be authorised (this will depend on whether an assessor needs to view the damage).

Once the claim is authorised, depending on parts availability, we will book you a time to have the repair work carried out.

A point of interest that we find customers are not aware of, is that parts do not come painted from the dealer. A basic panel requiring paint is a 3 day process so you can understand that as the size of the repair increases, so does the time that we require your vehicle.

B. Two estimate system

Your insurer may require that you obtain 2 estimates on the repairs; they will direct you to 2 recommended repairers or will allow you to use 1 of your choice and 1 recommended.

On lodging your claim, you will be provided with a claim number. Make sure that the repairer is given this number as this will allow the 2 estimates to be matched up. We do not release copies of the estimates to you until the repairs have been authorised as it is time consuming to prepare an estimate and it is to be used to obtain a cheaper estimate; this uses resources that can be better used elsewhere. The insurance companies also ask that we do not release these estimates.

An assessor will look over the estimates and may require to inspect your vehicle at your home or at a nominated repairer. The repairs will be authorised to the most competitive estimate. You will then be contacted by that repairer once parts availability is established for a booking time.

2. Personal belongings in vehicles

We ask that personal belongings (e.g. I-Pods, phones, radar detectors, navigation devices, money, wallets etc) be removed from your vehicle. We are confident that we have honest staff and all staff are aware that any item removed from our customer's vehicle will lead to instant dismissal. We ask that we are not entrusted with securing any personal items as care will be taken but no responsibility will be taken.

3. Items stored in vehicle

Would you also remove all other items from the vehicle prior

to drop off, during repairs it may be required to remove boot trims, side door trims, seats etc. It will assist us with safe storage of items if we do not have to include in storage boxes with items that may damage trims and will allow us to clean your vehicle more easily. A complementary clean is carried out which entails a wash, vacuum, window clean & tyre shine on completion of the repairs.

4. Fuel in vehicle

Please ensure there is enough fuel in your vehicle for the duration of the repairs. Your vehicle, during the repair process, may require being moved around the shop from the panel and paint areas or put outside whilst we wait for parts or fit up time. It also may be required to be taken for a wheel alignment or to an auto electrician to have codes reset, as modern vehicles are full of computer managed processors that from time to time require resetting. Please leave an ample amount of fuel in the vehicle as it is lost time to send the boys to fill up cans, if this does occur then the cost of fuel will be charged to you.

5. Pick up of vehicle

We attempt to give you an estimated time that we will require your vehicle for, this may vary if problems with wrong or damaged parts are required, or if additional work is found once the vehicle is stripped. We ask that once your repairs are complete and we have contacted you, that you pick up your vehicle promptly to enable us to bring the next client's vehicle in. We have a small shop and are unable to store vehicles for long periods. We will store your vehicle for up to 2 days after you have been notified of its completion, but unless previously arranged, a storage charge will be applied.

6. Excess

This is an amount that your insurer will have you pay towards the cost of repairs. Please check with your insurer or us prior to pick up of this amount as we cannot release your vehicle without this being paid.

7. Problems with your vehicle

If you should experience a problem with the repair, do not hesitate to come back and let us look at the problem for you, we want you to be completely satisfied with the work carried out.

Thank you all for your support of our business.