

## ***What to Expect During the Repair Process***

### ***A Guide to Help You through the Claims Process***

Thank you for choosing Dorn's to repair your vehicle; rest assured you have over 40 years of quality collision repair and service behind you.

We realize most of our customers have been here before; however some of you have not. This guide will help you know what role you play in insuring you get the best possible repair. If at any time you have additional questions do not hesitate to ask one of our courteous staff members.

First of all, we realize having to submit a claim is never a good experience. We would like to make it as simple as possible. Here are a few tips that will help you along the way:

### ***Your responsibilities include:***

- ◆ Let your Insurance Co know you want Dorn's to repair your vehicle
- ◆ Once you get the check from your insurer check to see who it is made out to i.e. {the lien holder or bank} before you can pick up your newly repaired vehicle it must be ready for us to deposit. You also must have your deductible; we can only accept personal check to \$500 unless prior arrangements are made.
- ◆ Do not cash the insurance check, all you will have to do is indorse to Dorn's, once your vehicle is ready.
- ◆ Remove all belongings from your vehicle, although we do not have theft problem, we do need from time to time to gain access to areas of your car i.e. Glove boxes, trunk areas, dash and spare tire areas.
- ◆ Be patient—Quality repairs and proper claims handling take time

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## ***Dorn's Responsibilities Include:***

- Returning your vehicle back to pre-loss condition.  
*\*\*\*Depending on Insurers policies ask Your Customer Service Representative for details\*\*\**
- Keeping you aware of the status of your vehicle.
- To not only repair the area's you can see, properly, but also the area's that you don't see.
- To answer all the questions you have about the repair process, estimated delivery times, parts used to repair, paint matching ECT.
- Giving you our customer a Lifetime Warranty on repairs.
- To give an overall "Excellent Experience" to each and every client.

***To our Valued Customers,***

**I want to thank you for choosing Dorn's. We have a long history of excellent service and the utmost in quality repairs. Although we know having your vehicle repaired from an accident or Service may not be the greatest feeling, we at Dorn's can and will insure your experience will be the best it can be.**

**We are certified in collision repair with most manufactures such as, *General Motors GM, Chevrolet, Buick, Pontiac, GMC, Nissan and Kia.* We have the technology and craftsmen to repair all makes and models. We invite you to call us, stop by, go online, schedule an appointment and see how superior customer service team is. Remember, at Dorn's "*One Call Does It All*"**

***Thank You,***

***Barry Dorn***