

IMPORTANT NOTICES

- 1.** Dorn's Body & Paint Inc. will not held responsible for missing articles/personal belongings left in a vehicle during the time of repairs. It would be wise to make sure all personal belongings are removed from the vehicle at the time of drop off. This includes items in the trunk, console, glove box, ashtray or trim panels.
- 2.** *It is critical that all checks are endorsed over to Dorn's before the time of pick up.* It is the customer's responsibility to have any third party or lien holder endorsements on the check before time of pick up. Otherwise, the vehicle will not be released until this is properly done.

All deductibles and any other customer dues must be paid at time of pick up before Dorn's will release the vehicle.

We accept Insurance checks, personal checks, debit cards and certified checks, **please DO NOT cash your insurance check.** Only confirm that all parties have endorsed it correctly. Credit card charges are allowed up to your deductible or with prior approval from your Customer Service Representative. Service charges for credit card fees will apply to your balance at the current rate. We reserve the right to refuse any personal checks for any reason.

- 3.** If you have scheduled your appointment, please note that it takes time and materials and parts ordering to efficiently repair your vehicle. Therefore, **if you do not keep your appointment** we will charge you a cancellation fee plus any parts re-stocking fees that apply. If you reschedule within 48 hours of your appointment there is no fee.

Other facts that may help you through the claims process:

Some insurers do not pay what it may take to repair your vehicle back to pre-loss condition. Insurance is designed to assist you and pay most of the claim, a few insurers that refuse quality service tell there clients that the repair shop "has fees that are above the usual and customary fees" rather than say "our benefits and standards are low." We only charge what is customary to repair your vehicle back to pre-loss condition.

We cannot be held responsible for rental cars charges for any reason including delays. All deliveries are approximate time frames.

Please if you have any questions about the repair process, Dorn's or any issues that you do not feel comfortable with do not hesitate to let us know. Rest assured we will do all that we can to make sure you get the best possible repair in the least amount of time.

Thank you,

Dorn's Collision Repair Team