



Servicing Melbourne Since 1974

COMPLETE REPAIR PROCESS

YOUR FREE GUIDE



COMPLETE REPAIR PROCESS

What to do once you have had an accident or have found your vehicle with major or minor damage.

1. Driver Duty of Care:

The VicRoads website spells out a driver's duty of care when involved in any traffic accident - <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/crash-responsibilities>:

- Stop immediately.
- Give help to any injured person.
- Provide your name, address, registration number, and vehicle owner's name to others involved in the crash, or their representative, and to the police (if they are in attendance).
- If anyone is injured and the police are not in attendance, you must report the accident to the nearest open police station.
- If there is any property damage and the owner (or Police) is not present, you must report the crash to the nearest open police station.

2. Contact:

Phone us at **(03) 9555 3648** to speak with our customer advocates who will:

- Arrange a time for you to bring in your vehicle for an inspection or have one of our team pick up your vehicle or arrange for its transfer to our repair facilities.
- Assist with insurance claim notification and the claims process.
- Provide guidance on the repair process for your vehicle.

3. Quote:

Once we have your damaged vehicle we will have our experienced estimators provide a quote for the repair, including time frames and anticipated costs.

4. Insurance:

We work with every vehicle insurer using a modern cloud-based quotation and claims solution for fast and seamless processing of any claim. Our staff will handle this step in the repair process for you.

5. Repairs:

While we are repairing your vehicle, using only genuine manufacturer parts, we will offer you a loan vehicle to ensure minimal disruption to your busy life. We will also provide regular updates about the repair process.

6. Finishing:

Your vehicle will be valeted, polished and returned in a back to pre-accident condition.

7. Pick-Up/Drop-Off:

We will contact you to let you know when your vehicle is available for inspection and pick-up. Or, we can arrange a drop-off at your convenience.

8. After-Care:

We offer a lifetime guarantee on the repair work and welcome contact about any concerns you may have.

Please call us on **(03) 9555 3648** during business hours or **0409 553 648** evenings and weekends.

**Contact us for
further information**



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