



REPAIR AUTHORIZATION & CUSTOMER INTAKE PACKET

407-891-5972

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Saint Cloud, Florida

1. REPAIR AUTHORIZATION AGREEMENT

I _____, hereby authorize Emerald Edge Auto Body to inspect, disassemble, estimate, diagnose, and repair my vehicle, including all body, refinish, frame, structural, mechanical, and related operations reasonably necessary to restore the vehicle to pre-accident condition. This authorization includes permission to order parts, paint materials, sublet services, and related shop supplies needed to complete the repair process.

I understand that any estimate prepared before disassembly is preliminary and based on visible damage only. Hidden or additional damage may be discovered during teardown or repair, and supplemental charges or time may be required to complete proper repairs.

- Disassemble vehicle as needed for inspection and blueprinting
- Order replacement parts and materials
- Perform body, refinish, frame, structural, and mechanical operations
- Conduct necessary road tests, scans, calibrations, and quality-control procedures

Customer Signature: _____

Date: _____

2. DIRECTION TO PAY & INSURANCE NEGOTIATION AUTHORIZATION

I authorize and direct my insurance company to pay Emerald Edge Auto Body directly for all covered repairs, supplements, scans, calibrations, storage, towing, sublet charges, and related repair costs associated with this claim. I further authorize Emerald Edge Auto Body to communicate with, negotiate with, and submit supporting documentation to my insurance company regarding proper repair procedures, repair costs, supplements, parts requirements, and payment processing. I understand that I remain ultimately responsible for all charges not paid by the insurer, including deductibles and non-covered items.

Customer Signature: _____

Date: _____

3. PAYMENT TERMS

All deductibles, betterment charges, customer-pay repairs, and any non-covered balances are due in full before the vehicle will be released. Accepted payment methods may include cash, credit card, and certified funds.

Customer Initials: _____

4. PARTS AUTHORIZATION & DISCLOSURE

I acknowledge that replacement parts used in the repair process may include OEM, aftermarket, remanufactured, reconditioned, or recycled/LKQ parts unless otherwise specified in writing. Parts selection may be influenced by insurer guidelines, vehicle condition, repairability, availability, and cost.

Customer Initials: _____

5. SUPPLEMENT AUTHORIZATION

I authorize Emerald Edge Auto Body to perform additional repairs and submit supplemental estimates or invoices as necessary when hidden or additional damage is discovered during the repair process.

Customer Initials: _____

6. SCAN & CALIBRATION AUTHORIZATION

I authorize the following diagnostic and safety procedures as part of the repair process: pre-repair scan (\$125), post-repair scan (\$125), and any required calibration procedures (minimum \$250+, as applicable). I understand these procedures may be necessary for proper operation of vehicle systems, including advanced driver assistance systems.

Customer Initials: _____

7. STORAGE, LIEN & ABANDONED VEHICLE POLICY

Storage charges of \$50 per day will begin 3 days after repair completion unless otherwise agreed in writing. If the vehicle is not paid for and picked up when due, Emerald Edge Auto Body reserves all rights available under Florida law, including the right to assert a mechanic's lien, retain possession where permitted, and pursue lawful recovery of unpaid repair, storage, towing, and related charges.

If the vehicle is abandoned or remains unclaimed, it may be processed in accordance with applicable Florida statutes and procedures governing repair liens, notice requirements, and disposition of vehicles to satisfy outstanding charges.

Customer Initials: _____

8. INSURANCE & REPAIR RIGHTS DISCLOSURE

I understand that I have the right to choose my repair facility. Any insurance company recommendation is only a suggestion and does not require me to repair at a different shop. Emerald Edge Auto Body is not responsible for delays caused by insurer response times, parts shortages, backorders, or sublet scheduling outside the shop's control.

Customer Initials: _____

9. PHOTO, RECORDS & PERSONAL PROPERTY AUTHORIZATION

I authorize Emerald Edge Auto Body to photograph, scan, and document my vehicle and to share those records with insurers, vendors, sublet providers, and other parties reasonably necessary to complete the claim and repair process. Emerald Edge Auto Body is not responsible for loss of or damage to personal items left in the vehicle.

Customer Initials: _____