

LA Collision Centers - Customer Authorization Form

First Name: _____

Last Name: _____

Date: _____

1. Payment and Authority to Endorse Checks:

Customer agrees that they are fully responsible and liable for the payment regarding all repairs...

Initials: _____

2. Teardown:

Customer acknowledges that there will be a teardown fee of \$500-\$2500 when their vehicle is dropped off...

Initials: _____

3. Steps for Repairs:

LA Collision Centers will follow the steps below for every vehicle repair:

A. Check-in: - Obtain authorizations from the customer.

- Perform pre-scans and assign a technician.

B. Disassemble and Inspect: - Disassemble and inspect the vehicle with the technician.

C. Authorization: - Obtain authorization for OEM parts and procedures from the insurance company.

D. Payment Confirmation: - Confirm payment to the shop.

E. Order Parts: - Order parts approved by the insurance company on the initial estimate...

F. Frame & Body Repairs: - Begin frame and body repairs according to OEM procedures...

G. Paint Process: - Perform the paint process according to OEM procedures...

H. Reassembly: - Reassemble all new OEM parts along with any undamaged parts back onto the vehicle.

I. Post-Scan/Calibrations: - The vehicle will need to go to the dealer for post-scan/calibrations...

J. Final Billing: - Submit all invoices and repair procedures to the insurance company...

K. Detailing: - The vehicle will undergo a ceramic exterior detail and an interior vacuum and cleaning...

L. Delivery: - The vehicle will be ready for delivery, and all deductibles and copays must be paid upon pickup...

Initials: _____

4. Supplement:

LA Collision Centers - Customer Authorization Form

Customer authorizes LA Collision Centers to perform additional repairs discovered after the car has been torn down...

Initials: _____

5. Sublet Repairs:

Customer authorizes LA Collision Centers and its employees, to operate their vehicles when sublet work is being done...

Initials: _____

6. Personal Belongings:

Customer acknowledges and is aware that LA Collision Centers is not responsible for any belongings left...

Initials: _____

7. Storage Fees and Lien Sales:

Customer acknowledges and understands that if their vehicle is not picked up within 14 days...

Initials: _____

8. Settlement:

Customer and LA Collision Centers agree that in a case of a dispute...

Initials: _____

9. Limited Lifetime Warranty:

LA Collision Centers warrants the repairs against any defects in materials and workmanship...

Initials: _____

10. Backordered OEM Parts:

Due to only using OEM Dealer Parts & Repair Procedures...

Initials: _____

11. California State Code 2695.8(7):

Kindly indicate your preferred approach for the certified shop to follow during your repair process...

(A)...

Initials: _____

(B)...

Initials: _____

(C)...

Initials: _____

Initials: _____

12. Entire Agreement:

Customer acknowledges and agrees to all the terms stated in this contract...

Initials: _____

Signature: _____

Date: _____

LA Collision Centers - Customer Authorization Form

Privacy Policy & Disclaimer

Effective Date: 02/01/2020

At LA Collision Centers, we take your privacy seriously and are committed to protecting the personal and vehicle information you provide...

Information We Collect:

- Your name, address, phone number, and email
- Vehicle details: VIN, make, model, year, license plate
- Photos of your vehicle (before, during, and after repairs)
- Insurance claim information (carrier, policy number, adjuster details)
- Payment method and billing information
- Authorization forms and signatures

How We Use This Information:

- To provide collision repair services and related communication
- To share required information with your insurance company
- To order OEM or aftermarket parts for your specific vehicle
- To document repair work for warranty, legal, or OEM certification purposes
- For internal records, audits, and customer service follow-up
- To send updates, reminders, or promotions (only if you opt in)

Information Sharing:

- We only share your information with insurance carriers, OEMs, government if required, and sublet vendors
- We do NOT sell your personal information

Vehicle Photos and Marketing:

- We take photos for documentation and quality control only; no marketing use without permission

Security of Your Information:

- Stored securely with limited access to authorized personnel

Your Rights:

- Request your information
- Correct or delete inaccuracies
- Opt out of marketing

Disclaimer:

- While we strive to protect your information, no system is completely secure. Notify us if misuse is suspected.

Contact:

Admin@LACollisionCenters.com