

REPAIR AUTHORIZATION

RO #:

Customer Name:

Vehicle Info:

Vin #(last six):

Insurance Company:

Most estimates performed prior to disassembly of the vehicle are not accurate because of the probability of hidden damage. Therefore, it is our practice that accurate estimates of the cost to repair, as well as the expected time to complete repairs, are not made until we have disassembled the area of damage to your vehicle. Our normal process is as follows:

1. Obtain your approval for us to repair your vehicle and to negotiate with your insurance company if required.
2. Itemize all visible external damage.
3. Disassemble the damaged area to locate hidden damage.
4. Itemize the previously hidden damage and predict the likelihood of any additional damage.
5. Contact you or your insurance company for inspection and approval of the additional costs required to repair all damages found.
6. Update you with a more precise delivery date and time as repairs progress.

Western Ave Auto Body follows its own repair procedure to insure a quality repair backed by a written guarantee. Some differences may exist between our exact repair process and the procedures outlined on insurance company estimates. However, any differences that would affect total repair costs will be discussed with you or your insurance company beforehand.

In the event that Western Ave Auto Body does not repair your vehicle, there will be a charge for any labor performed in regards to disassembling and estimating the damage, restocking fees for the pre-ordered parts and/or materials, storage for the time the vehicle was in our possession, and any other fees reasonably incurred by Western Ave Auto Body related to your vehicle.

All charges for repairs must be paid when the vehicle is ready for delivery. In some cases, it requires your assistance by following up with the insurance company to make sure they make timely payments. You authorized us to endorse your name on any insurance checks made for the purpose of paying for repairs to your vehicle. We accept all major credit cards, Bank/Debit/Check cards, Insurance check, Personal Checks, Business Checks, Cashier Checks, Money orders, Bank Checks, and Cash.

Western Ave Auto Body will do its best to prevent delays in the repair of your vehicle, however, it is important to understand that parts and insurance delays are sometimes beyond our control and we cannot be responsible for them. We will do our best to keep you informed at the frequency you desire.

Employees of Western Ave Auto Body and its sublet vendors may occasionally operate your vehicle for testing, moving, or pickup/delivery purposes. Also, during the process of repair, it is normal for the battery to be disconnected which may result in loss of radio station or other memory presets.

I hereby authorize the repairs of the vehicle, as referenced above, and acknowledge that I understand all of the above. Western Ave Auto Body is not responsible for the security or condition of any personal property left in the vehicle. An express mechanics lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

Signature: _____

Date: _____