

## **Motorists' Rights**

### **It's your car - it's your choice!**

#### Choosing a Collision and Refinish Centre

As the owner of a motor vehicle damaged in an accident, you have the right to choose the shop where you wish to have your vehicle repaired. This is the Law! Select a repair facility that you feel comfortable with, then notify your agent or insurance company, or ask the shop to make the call on your behalf. Your insurance adjuster may have to inspect the damage. This can be done at an insurance drive-in claim centre or at the shop you have chosen.

#### Notify your Insurance Company

Before authorizing any repairs, notify your insurance company or agent, and tell them where the damaged vehicle can be inspected.

#### Is the Work Guaranteed?

Most collision and repair centres guarantee their collision work to some degree, which may not include the paint job. Ask to see a copy of the shop's guarantee and have any information you do not understand clarified.

#### Qualified Collision and Refinish Centres

Look for signs that indicate repair technician training and certification, membership in professional trade associations indicate that the shop is keeping up with the latest repair procedures.

#### Know Your Shop

Make sure the shop you choose:

Maintains a reliable, professional reputation.

Is properly equipped and organized to meet today's more technical repairing needs.

Maintains specialized equipment and systems at peak performance.

Have technicians that are thoroughly trained and certified. Shop cleanliness can say a lot about the technicians' attitudes, so can friendliness and atmosphere. If you feel comfortable with the shop and it's people, chances are you'll be satisfied with their work.

#### Inspect the Repairs

Before driving away:

Check the appearance of the repaired area - close-up and from a distance.

Examine the paint for colour match, texture and overspray.

Take a test drive to check mechanical repairs.

Check that the vehicle is clean.

If you are not satisfied, mention your concerns immediately.