



505 Washington St.  
Auburn, MA 01501  
*Since 1914*

## **Dear Valued Customer,**

In order to best serve your needs, we will provide you with updates throughout the repair process. You will be updated:

- ✓ Once the vehicle has been disassembled and a complete repair plan has been created
- ✓ In the case of any unforeseen delays
- ✓ In the final stages of repair so that you may make any necessary arrangements to pick up your vehicle

## **While your car is here, we can complete the following services if needed:**

- Oil Changes
- Four Wheel Alignment
- Inspection Sticker
- Mechanical repair
- Tires
- Unrelated body repair

## **Commonly Asked Questions:**

**What if my vehicle needs to go to the dealer?** Your vehicle may have to go to the dealer for a warning light reset. This occurs towards the end of the repair after all installs are completed. You will be notified if this is required and may result in additional repairs or delay.

**Do I have to pay my deductible and if so, when?** Your insurance company will determine whether or not your deductible is applied, waived or pending. If your deductible is pending at the time of pick up, you will be responsible to pay it at that time. We will contact the insurance company on the status of your deductible and suggest you do the same prior to picking up your vehicle.

**General Payment Terms:** We accept cash, MasterCard, Visa, American Express and Discover. If the insurance company issues you a check, you can sign that over to us at the completion of the repair.