

Frequently Asked Questions

Q: DO I HAVE THE RIGHT TO CHOOSE THE REPAIR SHOP I WANT?

A: You may have the shop of your choice make the repairs. You are not required to use a shop selected by a claims adjuster or the shop with the cheapest estimate. However, you are required by your policy to allow your insurance company a reasonable amount of time to inspect the damages prior to repairing them.

Q: DO I HAVE TO GET THREE WRITTEN ESTIMATES?

A: No. If requested, you may supply one estimate from the shop where you intend to have the repair work done.

Q: AM I ENTITLED TO A RENTAL CAR?

A: If you are the claimant, (you were not at fault), you are entitled to a rental car during the time your car is being repaired for up to 30 days. Insured's see your policy coverage or ask your agent.

Q: WHERE DO I GET A CLAIM NUMBER?

A: Claim numbers are issued by your insurance company at the time you report your accident. Just jot it down and bring it in with you when you come in to begin the repair process. We will do the rest.

Q: WILL THE PARTS BE ORDERED BEFORE I DROP OFF MY VEHICLE FOR REPAIR?

A: We generally order your vehicle's parts when you schedule your vehicle for repair. This enables us to provide quicker turnaround time.

Q: HOW LONG WILL THE REPAIRS TO MY VEHICLE TAKE?

A: When we write you an estimate we can give you an estimate of the time it will take to complete the repairs to your vehicle. Every repair is different but typically repairs should take no longer than one week.

Q: CAN I GET A RIDE HOME WHEN I DROP OFF MY CAR?

A: Yes, we would be happy to provide this service to you to anywhere locally or in town. We want each customer's visit to be a positive experience and will work diligently towards that goal. We provide complimentary pickup and drop off service.

Q: WHO DO I PAY MY DEDUCTIBLE TO?

A: If your deductible is not waived, it will be your responsibility to pay us when you pick up your vehicle. If you aren't sure about your deductible, you can call your agent and they can tell you whether your insurance company has waived your deductible or whether it will be your responsibility.

Q: WHAT FORMS OF PAYMENT DO YOU ACCEPT?

A: We accept cash, checks, and credit cards.