



Contract to Repair

PAYMENT

WE REQUIRE FULL PAYMENT ON DELIVERY THEREFORE IT WILL BE NECESSARY FOR YOU TO COMPLETE ALL OF THE FINANCIAL ARRANGEMENTS WHEN YOUR VEHICLE IS DELIVERED TO YOU INCLUDING ALL FUNDS FROM THE INSURANCE COMPANY. I understand that full payment is my responsibility and that it is my responsibility to know the amount of my deductible and pay that at the time the vehicle is retrieved. Failure to pay may result in the vehicle being held and storage fees applied until full payment is made. Insurance companies usually pay by "draft." Please bring that draft to us when you pick up your vehicle. Do not deposit it in your bank. It usually takes 30 days for the draft to clear before your bank will transfer the funds to your account. Your draft may name you and a lien holder (finance company or bank). It will be necessary for you to have the lien holder endorse the draft before presenting it to Don's Automotive Body Shop. Don's Automotive Group will accept Personal checks, Visa, Master Card and Discover Card, insurance checks, cashier's checks, and or cash for payment on repairs. If you are using a debit card it is your responsibility to make sure that your bank does not have a per day cap on amounts charged.

There will be a \$40.00 fee for all returned checks. Returned checks must be resolved within 24 hours via certified funds. Until resolved, the vehicle may be held under our mechanic's lien policy.

Don's Automotive Group Body Shop accepts no responsibility for articles left in the vehicle, car phones, alarms, or custom electronics. Don's Automotive Group also does not accept liability for any damages that may occur while your vehicle is on the property. I grant Don's Automotive Group Body Shop employee's permission to test drive your vehicle, for repair and inspection purposes. I understand all damaged parts removed from my vehicle will be discarded unless I otherwise state.

PRIVACY

To maintain the privacy of all of our customers, if you have surveillance equipment connected in your vehicle it will be disconnected while repairs are being done to your vehicle. No footage will be accessed, recorded, or reviewed by staff

We at Don's Automotive Group Body Shop appreciate your choosing us to repair your automobile. We will use the latest technology available to us to insure you a quality job. Don's Automotive Group Body Shop's, repair work meets or exceeds industry standards. We will work with the insurance company in order to minimize your involvement. We use only genuine factory replacement parts except when the insurance company paying dictates otherwise. We will do everything possible to ensure a quality job.

AUTHORIZED BY _____

DATE _____

CELL PHONE _____

EMAIL _____

ADDRESS _____

Please check which method of contact you prefer:

☐ Text ☐ Call ☐ Email

By selecting the text option, I am authorizing Don's automotive to send me promotional and discount information through text message. I also understand that I may receive a survey from Don's Automotive Group.

☐ Initial I authorize Don's Body Shop to take before and after pictures of my vehicle to use for advertising purposes. I understand that my license plate will be blurred or blocked out for protection of my privacy.

How did you hear about us? _____

The Staff at Don's Automotive Group Body Shop realizes it is very inconvenient to be without your vehicle. We promise to return your vehicle to you as quickly as possible without compromising the quality of repairs just to meet the target date.

Thank you for choosing Don's Automotive Group Body Shop.

Contract to Repair

I authorize Don's Automotive to order parts and perform repairs, services and other necessary activities to restore my vehicle to pre-accident condition. Subject to any rights I that I may have against any other party involved in the accident I acknowledge that I will be responsible for any repair charges that are not covered by my insurance policy and if my policy does cover the repairs, I UNDERSTAND I AM RESPONSIBLE FOR any deductible amount there-under. I agree to pay my insurance deductible amount and any uncovered charges upon completion of repairs. I also UNDERSTAND that if I decide to cancel repairs for any reason I am responsible to pay for any and all parts that have been ordered. I agree that Don's Automotive Group is not responsible for delays caused by the unavailability of parts, or delay in parts shipments by the supplier or transporter. If Don's Automotive Group, upon closer analysis, finds additional labor, parts, or materials are necessary to complete the repair, I give Don's Automotive Group authorization to complete additional repairs to bring my vehicle back to pre-accident condition. Only if the dollar amount on the repairs will increase the dollar amount that I am responsible to pay I will be contacted.

PLEASE NOTE: A daily storage charged may be applied of up to **\$22.00 per day** for motor vehicles that have not been picked after 3 working days from the date of notification that repairs have been completed.

I acknowledge that this work authorization approved supplemental estimates. I agree that if I should halt repairs for any reason, I will be responsible for the cost of any and all repairs completed to that point, as well as the cost of the parts which are not returnable, or restocking fees charged to Don's Automotive Group, if I chose not to purchase said parts outright. I am entitled to retain any parts I pay for that are not returnable to their vendors.

POWER OF ATTORNEY

I appoint Don's Automotive Group as my attorney in fact, to accept on my behalf all checks, drafts, or bills of exchange, and to endorse all such checks, drafts, or bills of exchange for deposit to the Don's Automotive Group account, as credit on my account for repairs of my vehicle.

MECHANICS LIEN

I expressly acknowledge a mechanics lien on my vehicle to secure the amount of the repairs. I agree to pay reasonable attorney's fees and court costs in the event legal action is necessary to enforce this contract.

* Payment Policy *

* We prefer the insurance check for payment *

Other Forms of Payment: Personal Checks, Cashier's Checks, Credit Cards, Cash

I understand that under state law, I am entitled to an estimate if the expected cost of the repairs or services will be more than twenty-five dollars. Initial your choice:

_____ I request a written estimate _____ I do not request a written estimate _____ I request an oral estimate

Accepted by: _____ Date: _____

Contract to Repair

FACTORS TO CONSIDER THAT MAY OCCUR DURING THE REPAIR OF YOUR VEHICLE:

PLEASE READ IN ITS ENTIRETY

REINSPECTIONS: If hidden damage is discovered, we must stop work, notify the insurance company, and await their re-inspection and approval of the additional damages found before repair work can resume. Their supplemental paperwork must also be received to proceed as this confirms the agreed upon revised repair procedures.

Parts: If hidden damage requires additional parts or the factory cannot get us a part for several days, the repair will be delayed.

Aftermarket modifications: If you have any aftermarket modifications on your vehicle damaged in the accident you must provide the retailer and part number to have it replaced. Otherwise, it will be replaced with the oem equivalent.

Color Match: Every color is slightly different. Even a new vehicle will require color tinting. It often takes our technicians more than two hours to properly tint the color. If your vehicle's existing paint is worn, sun faded or poorly maintained we cannot guarantee exact color match.

Reassembly: Because we take great pains to prevent overspray and future paint peeling, we remove attached parts from painted and blended panels. Therefore, it is necessary for our technicians to reinstall parts onto freshly painted surfaces. This must be done with great care and is often time consuming.

Weather: Cold weather causes all paint to dry very slowly. Hot weather may cause chemical reactions due to drying too quickly.

Stone Chips and other non-related damage: Stone chips on any area on the vehicle that is going to be repaired and painted will show as small flaws in the paint. We can give you an estimate to repair these areas if you would like to have them repaired while the other repairs are being done. In most instances this cost would be the responsibility of the customer as stone chips are usually a pre-existing condition. We can also give you an estimate for any other non-related damages if you choose to do so.

Previous Repairs: If your vehicle was previously repaired in the same area currently under repair, it is often necessary to do additional repairs to the old ones. Since we have no way of know if other repairs were done properly we cannot guarantee these areas.

Items in vehicle: It is your responsibility to remove all personal items from the vehicle before repairs are started. The vehicle will get body dust in it while repairs are under way. We try to remove as much body dust as possible after repairs but with personal items or trash in the vehicle, we cannot do that due to health concerns for our employees.

We guarantee Body & Paint for as long as you own the vehicle. Labor and paint work guaranteed for as long as you own your car. Our warranty only covers the items we were paid to repair. Parts are warranted for 12 months or 12,000 miles, whichever comes first from date installed. Suspension alignments warranted for 3 months or 4,000 miles, whichever comes first.

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Sign

Date

Thank you for choosing Don's Automotive Group Body Shop.



720 N. Shoop Ave. - P.O. Box 208
Wauseon, Ohio 43567
(419) 337-3010 - Toll Free: (800) 533-9339

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Don's Automotive Group does the absolute most we can to ensure that we replace accident parts with OEM parts. However, there are instances where this is not possible. Insurance carriers may authorize the use of aftermarket or recycled parts based on your policy. We recommend reviewing your policy or contacting your provider for clarification.

NOTIFICATION OF USE OF NON-ORIGINAL EQUIPMENT MANUFACTURE AFTERMARKET PARTS

This estimate has been prepared based upon the use of one or more aftermarket crash parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these aftermarket crash parts are provided by the parts manufacturer or distributor rather than by your own motor vehicle manufacturer.

***** Notification Per Ohio Law: OHIO REVISED CODE – SECTION 1345.81 *****

I understand the above information regarding the repair of my motor vehicle and the use of Non-OEM aftermarket parts

Customer Signature

Date

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Rental Car information:

*** DELIVERY DATES ARE TARGET DATES ONLY AND ARE NOT GUARANTEED, DUE TO CIRCUMSTANCES BEYOND OUR CONTROL. DON'S AUTOMOTIVE IS NOT RESPONSIBLE FOR ANY EXCESSES IN USAGE AND COSTS IN REGARD TO RENTAL CAR EXPENSE.

We have enterprise on site and their phone number is 419-552-6001.

It is your responsibility to contact the insurance provider and set up the rental for your claim. Let the insurance company know that Enterprise is on site, so they set the reservation up through them.

Once you have a reservation number call Enterprise and schedule your pickup for the date you drop off your vehicle.

If you do not do this, you will not have a vehicle available for you while your repairs are being done as Enterprise rarely has extra cars on site.

Loaner vehicles may be provided based on availability, and charges may apply. Customers are responsible for returning the vehicle in the same condition received

We have limited loaners and, depending on availability, may have to reschedule your repairs.

Customer Signature

Date