



## Repair Processes & Authorization Form

*All Star Toyota Collision Center*; understands you have a choice where you have your vehicle repaired, and we appreciate you selecting us for those repairs. We work for you the registered vehicle owner and not any third parties, including insurance companies. Please take a moment and read the following paragraphs pertaining to the vehicle repair process.

**Vehicle Check-in process**- prior to leaving your vehicle for repairs, an advisor will review the damages to your vehicle with you. This will allow us to confirm the damages to your vehicle you wish to have repaired, and acknowledge pre-existing damages such as; door dings, rock chips, scratches, interior damages, or any other damages that may exist to your vehicle.

**Length of Repairs**- there are many vehicles in the vehicle repair process; therefore we are unable to give an exact date of completion. This date will be adjusted as need due to hidden damage, parts delay, production delays or other factors that may cause the target date to change.

**Supplements**- during the course of the repairs we may find hidden damage or find discrepancies with the insurance company estimate. In such cases the work on your vehicle may be stopped until authorization from you or your insurance company is given.

**L.K.Q. and Aftermarket Parts**- L.K.Q stands for parts that are “Like, Kind, and Quality”. These parts are used parts. Aftermarket parts are new parts however, not made by your vehicle’s manufacturer. Depending on the insurance policy you purchased, your insurance company may recommend the use of these parts in the repair of your vehicle. The customer has the right to use all O.E.M.(Original Equipment Manufactured) parts; however the customer will be responsible for any parts price differences not covered by their insurance company. *All Star Toyota Collision Center* does not warranty the fit, finish, paint adhesion, or the longevity of such parts.

**Personal Belongings**- all customers are advised to remove any and all personal items such as; money, garage door openers, c.d.’s, golf clubs, tools, or any other personal items that you may have in your vehicle. *All Star Toyota Collision Center* assumes no responsibility for loss or damage to your vehicle or personal items caused by theft, fire, weather, or any cause beyond our control.

**Methods of Payment**- full payment is due upon completion of repairs to your vehicle. *State Farm and Hartford* insurance companies are the only insurance companies that *All Star Toyota Collision Center* has a direct billing system with. If your insurance company or the insurance company responsible for the damages is other than *State Farm or Hartford* insurance companies, please have full payment including all supplements, deductibles, and betterments. Deductibles are based upon the policy contract you purchased from your insurance company. Acceptable forms of payment are: **Insurance checks made payable to you and All Star Toyota Collision Center, Local Cashier’s Check, Credit and Debit cards. Personal check with valid driver’s license, we DO NOT accept insurance checks made to you and any third party (i.e., a financial institution).**

Thank you for taking the time to review this form. If you have any questions please ask your advisor for clarification of these policies and procedures. Thank you again for your business!

Customer Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Phone Number: \_\_\_\_\_