NATIONAL AUTO BODY
COLLISION CENTER

12300 Parklawn Drive, Rockville, Maryland 20852-1726
(301) 881-8200 • FAX (301) 468-6763 • www.nationalautobody.org

Customer's Name _____ Date _____

Address _____

Tel. Home _____ Work _____ Cell _____

Email _____

What is your preferred method of contact?_____

Year/Make/Model _____ Color _____

Insurance Company _____Claim # _____

Any additional repairs or specific concerns?_____

_____

How did you hear about National Auto Body? _____

ACKNOWLEDGEMENT OF NOTICE AND CONSENT

Thank you for choosing National Auto Body for your automotive repair needs. For the purposes of providing information and clarity on the repair and claims process, please review the following. If you have any questions, please feel free to ask. We want you to be completely satisfied!

I understand the following;

Estimate of Repair includes parts, labor, diagnosis, and any applicable taxes. If, upon further inspection, additional parts or repairs are needed, you will be contacted for authorization. We are not responsible for loss or damage to your vehicle or personal belongings from fire, theft, accidents or any cause beyond our control. If the vehicle is returned to the customer before authorized repairs are performed, a diagnostic, handling charge, cost of reassembly, restocking fees and storage charges are applicable and will be applied.

Body Damage Checklist: Prior to leaving your vehicle for repairs, a checklist may be filled out for all damages to your vehicle, including chips, scratches, prior dings, etc. Please note that this is not a list of damages that will be repaired.

Personal Belongings: All customers are asked to remove any and all personal belongings and/or money prior to dropping off the vehicle for repairs. National Auto Body assumes no responsibility for loss or damage of any personal items or money left in vehicles.

Deductible & Betterment: Many insurance claims include a deductible. This is payable to National Auto Body upon completion of repairs. In addition, sometimes your insurance company will charge what is called betterment or depreciation on certain items, if this is the case, you will be responsible for the cost of such betterment upon vehicle completion.

Method of Payment: Full payment is due upon completion of your vehicle's repairs. No vehicle will be released without full payment. Cash, VISA, MasterCard, American Express, Discover, Certified Checks, Cashier Checks, and Insurance Checks are the only acceptable forms of payment. A credit card processing fee of 3% may be charged if a customer received an insurance check for repairs and wishes to use a credit card for payment. Management reserves the right to require payment in specific terms.

Storage Charges: No storage charges will be accruing for a period of (3) days from the date the repairs are completed. After that date, the daily storage fee may be applied. If your vehicle is considered a "Total Loss" or if for whatever reason the vehicle is not repaired at our facility, a storage charge will be assessed form the first day the vehicle was dropped off of $175.00 per day, until the vehicle is removed from our premises.

Cancellation of Repairs or Total Loss: If for any reason your vehicle is not repaired, or if you decide to cancel the authorized repairs cancellation fees may apply. Please note- All total loss related charges must be settled with National Auto Body in full, prior to any transfer of vehicle ownership.

Length of Repairs: Due to the many variables in each repair process, we regret that we are unable to guarantee a completion date. Supplements, parts, discovery of additional or hidden damages, extensive damages, and many other factors can affect repair times. Due to this reason, we can only estimate the time of completion. Some repairs may take longer than the number of days of rental coverage offered by many insurance companies. National Auto Body assumes no responsibility for rental car cost or additional expenses related to loss of use.

Supplements: During the course of repairs, additional or hidden damage may be found. In such cases, repairs to your vehicle may be stopped until a representative from your insurance company has the opportunity to inspect the additional damage. Repairs will not continue until we have authorization to proceed.

OEM Parts: Most insurance policies are written allowing the use of non-original (i.e. aftermarket, reconditioned, used etc.) parts in a repair. We make all attempts to utilize OEM parts throughout the repair process. In cases where we are unable to utilize OEM parts due to cost, we may ask if you would like to pay the difference for OEM parts. There is no requirement to utilize any part on a repair but management reserves the right to limit or deny our warranty on non-original parts.

OEM Procedures: All repairs will utilize the most up to date OEM published repair procedures available. Certain repair procedures may be denied or disputed by an insurance company. We will discuss any procedural issues we may have with you prior to the repairs commencing. There may be an additional cost for necessary procedures denied by an insurance company.

Bumper & Plastic Parts: Please note that National Auto Body cannot guarantee the color match between plastic panels (i.e. bumpers, mirrors, spoilers, moldings, flares etc.) from the rest of the sheet metal parts. There are many variables that affect the color match of these parts like, different substrate, mounting angles, flex additives and differences in surfacers. Please talk with your estimator if you would like more detailed information.

Theft & Vandalism Claims: It is the responsibility of the customer to discuss the damage from a theft or vandalism directly with the insurance company. We recommend that you write a list of all damages and give them

to your insurance adjuster. We only repair the damage listed on the insurance estimate, and are not responsible for any damages not covered by the insurance company. Theft and vandalism repairs often take longer due to special order parts not commonly stocked.

Warranty: All work is covered by a limited lifetime warranty against workmanship and materials. Rust repair, road damage, prior repair work, or post repair damage is not covered.

Thank you for taking the time to review this form. The intent of this form is to advise you of the repair process and to avoid any confusion or misunderstanding. It is our intention to provide you with the best quality service possible. We value you as a customer and appreciate your business. We want you to be COMPLETELY SATISFIED.

I have read this form and have authorized the repair work. I hereby grant you and/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An expressed mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

AUTHORIZED BY: _____ Date: _____

Please Print Name: _____