

## Frequently-Asked Questions

Here, our accident repair centre in Dorking answers some of the many questions we receive from new customers in our home town and the surrounding Epsom, Guildford, Reigate and Surrey areas. If you have a question we haven't provided an answer to, please contact us on 01306 743030. We'll be more than happy to handle your query over the phone.

### **THE ACCIDENT WAS NOT MY FAULT**

#### ***What are my options?***

First of all, look at our Accident Non-Fault section on the **Why Choose Dorking ARC Ltd** page.

#### ***How do I make a claim?***

Where circumstances show that another identifiable party was at fault for the accident, it usually follows that a claim can be made directly against that party.

Call us as soon as possible. With our expertise in dealing with these types of incidents and any subsequent crash repairs, Dorking Accident Repair Centre is usually able to establish who was liable for the accident based on the description you provide.

### **THE ACCIDENT WAS MY FAULT**

#### ***What are my options?***

First of all, look at our Why Choose Dorking ARC Ltd page.

#### ***How do I make a claim?***

Call us as soon possible. We can guide you through the various merits and options, giving you the information required to reach your decision as well as the peace of mind in knowing it was arrived at carefully.

### **DEALING WITH MY INSURANCE COMPANY**

#### ***My insurance company wants me to use their garage. Must I?***

Insurers will often steer customers to their "approved" repair network, which is contracted to the insurance company to give large discounts in return for high volumes of referrals.

Some insurers will generally dictate the method of car body repairs, which focuses on minimising the cost of repair work rather than prioritising quality, safety and integrity when restoring the cars of our Dorking, Epsom, Guildford and Reigate customers to a pre-accident condition.

Some insurers may have a fixed-price repair deal with its network of repairers. This is not good for you because the repairer will only have a certain amount of money to repair your car. We will not enter into such contracts as it often leaves repairers in compromising situations, and results in low-end car accident repairs.

Some approved repairers will almost certainly be targeted on their average repair cost, which often involves penalties should the cost of crash and dent repairs be too high. They will be encouraged to repair the car as cheaply as possible. We will not sign contracts where we are penalised for the average repair cost being too high.

***Why should I choose Dorking Accident Repair Centre over my insurer's repairer?***

We give our Dorking, Epsom, Guildford, Reigate and Surrey customers a full 10-year guarantee on the paintwork and workmanship with our car accident repairs. Guarantees for parts are based on the manufacturer's warranty.

Dorking Accident Repair Centre has a BSI Kitemark, meaning our focus is solely on the safe and proper repair of your vehicle as opposed to focusing on costs.

***My insurer says I need to get 2 quotes?***

This is a common misconception. Only one estimate is required.

The outdated practice of asking for multiple estimates is still employed by some insurers, and is designed to leave you feeling daunted by the prospect of driving around obtaining quotes in the hope that you will resign yourself to using the insurer's approved repairer.

All insurers are duty bound by the principle of Treating Customers Fairly (TCF). This includes ensuring that consumers do not face unreasonable barriers imposed by insurers when it comes to making a claim or complaint. If you feel you are on the receiving end of any unfair treatment, please give us a call.

***My car has been deemed a total loss and I don't agree. What are my options?***

If your car has been deemed a total loss by your insurer's approved repairer, you can ask for a second opinion. In many cases, repairers in Dorking and the surrounding areas are graded by the average cost of car body repairs. It may be more beneficial for them to total loss your car than repair it because it may affect their average repair cost.

Ask your insurer for a copy of the estimate. Dorking Accident Repair Centre can then analyse the estimate and look at the options available to try and get your car repaired for you.

## **COURTESY VEHICLES**

### ***What types of courtesy vehicles do you have available?***

Dorking Accident Repair Centre has a dedicated fleet of courtesy cars. They are all less than three years old. We have a variety of vehicles from 3 door to 5 door, manual to automatics, and even have dual-control courtesy vehicles.

Courtesy cars will not always come with fuel. They only need to be returned with the same amount of fuel as they were delivered with.

### ***Do courtesy cars come with insurance?***

Every claim is different. Some policies have a direct swap of terms while others will require the driver to notify the insurer. Please ask so that we can advise you accordingly. If you need to notify your insurer, we will advise you of the vehicle registration the day before. This will give you enough time to contract your insurance company and to get them to fax or email a cover note to us.

Customers must possess a valid UK driver's licence and should produce a copy for our records.

All fines, as well as any damage sustained to our vehicles, are the responsibility of the hirer. We offer an excess waiver insurance which will protect you against your excesses in the unfortunate event that you will need to claim on your insurance for the damage to a courtesy car.

## **REPAIR PROCESS**

### ***Why do car accident repairs and dent repairs take longer than servicing?***

Many people have little idea about what is involved in the repair process of your car. Even the most basic car body repairs will require multiple skills to come together with the manufacturer's repair methods to achieve a perfect finish for customers in Dorking and the neighbouring Epsom, Guildford and Reigate areas.

*For example, a simple headlamp and front bumper change will involve the following process:*

- Identification of vehicle, additional extras and on-board systems
- Identifying damaged components
- Identifying vehicle safety system and locations

- Researching manufacturer's repair methods
- Preparing a detailed and cost estimate
- Identifying which adjacent panels require painting for colour match
- Liaising with insurers to agree repair method and cost
- Parts procurement
- Issuing work order to workshop and briefing workshop staff
- Pre-repair diagnostic checks and fault code analysis
- Analysing manufacturer repair methods and location of safety systems
- Removal of parts for the repair process
- Identifying additional damaged parts once vehicle is dismantled
- Imaging addition damage and uploading onto estimating system
- Liaising with insurer regarding additional part requirements
- Additional part procurement
- Preparation and repair of damaged panels
- Application of primers and sealers and allowance of correct curing times
- Identifying vehicle paint code
- Mixing vehicle colour
- Sanding down primers to an exact finish
- Masking the vehicle in preparation of paintwork
- Application of colour and clear coats
- Drying and curing of colours and clear coats
- Analysing manufacturer repair methods for various torque settings
- Reassembling the vehicle, ensuring repair methods have been adhered to
- Checking functionality of removed components and safety systems
- Steering geometry check
- Road testing of vehicle
- Valet and interior clean
- Visual checks and quality control

We hope that this gives you a better understanding of the repair process and why it can take longer than you would possibly anticipate.

## **CUSTOMER SATISFACTION**

### ***What is your customer service like?***

At Dorking Accident Repair Centre, we take customer satisfaction very seriously. If there is any part of the repair or the process involved you'd like to know about, no matter how minor, we want to hear from you. We are totally committed to great customer service and we are constantly looking to improve the way we do things.