

BEFORE CHOOSING AN AUTO REPAIR SHOP KNOW THE FACTS!

Choosing an Auto Repair Facility

As the owner of a motor vehicle in need of repair, *YOU* have the right to choose the shop where you wish to have those repairs made. *This is the law!*

Do I Need More Than One Estimate?

No. Select a repair facility you are comfortable with and have them write your estimate.

Notify Your Insurance Carrier

If the repairs are needed are the result of an accident, prior to authorizing the repairs, notify your insurance agent or carrier. Your insurance carrier may require an adjuster to inspect your vehicle and the damage. This can be accomplished at the insurance claim center or at the repair shop you have chosen. This notification is required by most insurance policies.

Is the Work Guaranteed?

Most shops guarantee their repairs to some degree. Prior to authorizing the repairs, ask to see a copy of the shop's guarantee, and have any information you do not understand clarified.

Qualified Repair Centers

Verify your shop of choice is legal with our Board as required. Check "[REGISTRATION VERIFICATION](#)" or call our office at **614.995.0714**. Also, look for certificates of technical training. Memberships in professional associations, such as the Better Business Bureau, can indicate the shop is current with the latest repair techniques and they are serious about maintaining a positive reputation.

Know Your Shop

Make certain the shop you chose has a reliable and professional reputation. Ask your shop how they obtain OEM (Original Equipment Manufactured) repair procedures. Check if your shop has industry recognized certifications. Ask for references. Look at the appearance of the facility. Look at the cleanliness, organization, equipment, employees, and their demeanors. Chances are if you are satisfied with your first impressions, you will be satisfied with their work.

Inspect the Repairs

Before driving away from the shop, examine the repairs that you can see. Look at the appearance of your vehicle. Have they presented the vehicle to you clean? Make sure everything operates properly. If you are not satisfied with the repairs, mention your concerns immediately; and consider having a post-repair inspection performed by an independent repair specialist.

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