



QUOTE INFORMATION SHEET

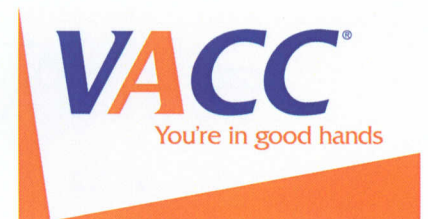
At United Panel Works, insurance claims are something we deal with everyday, we are here to help. We are an authorised repairer for all the major insurance companies and our work is fully guaranteed.

A quality repair job involves many steps, and although our estimators are very experienced, certain damage may not become apparent until the vehicle has been dismantled. This may require us to review the timeframe estimated to complete the repairs. We know how important your vehicle is to you and we pledge to keep you informed during the process, and to return your car to manufacturers' specifications, as quickly as possible.

The Repair Process

- Vehicle owner contacts insurance company to lodge a claim
- Insurance company sends United Panel Works 'Request for Quote'
- Owner presents vehicle to United Panel Works and images are taken
- A thorough analysis of the repair method required (to meet manufactures' specifications) is performed
- Parts required are priced
- The estimate is checked and authorised by the insurance company Assessor
- The vehicle is booked in for repair at a mutually convenient time
- Parts required are ordered
- The parts are received and quality checked
- Vehicle is delivered to UPW. The vehicle is dismantled and re-inspected
- If required, authority is obtained from insurer for any extra damage
- Additional parts are ordered (if required)
- Vehicle repairs are completed to manufacturers' specifications

NSW , SA & VIC
24 Hour Towing



Q. Can I choose a repairer?

Yes, in most cases you can choose your preferred repairer.

Q. Can I have private work done?

Yes, it is a good time to fix those other jobs whilst your car is with us. We will itemise the private work separately so that you are invoiced at the end of the job.

Q. What about my excess?

If there is an excess payable then this can be paid directly to your insurer, or it can be paid to us at the time of collecting your vehicle. If you are not at fault please check with your insurer. All excess payments must be finalised before the vehicle can be released.



Remember: A cheap quote on your asset is NOT always a good quote

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