



Welcome Pack

Welcome to Willmot Smash Repair Specialist.

Rest assured your vehicle is in professional hands.

In this pack, you will find everything you need to know about preparing yourself and your vehicle for your booking.

BEFORE & DROP OFF

- Have your vehicle here between 7.30-8.30am or the day beforehand.
- Please have at least 1/4 tank of fuel in your vehicle.
- Remove all your belongings from the vehicle including items in your boot and child restraints.
- Take all unnecessary keys off your key ring and ensure we have all they keys we require ie: spare wheel cover key, roof rack keys, hard cover key etc.
- Confirm your hire car booking with either your insurance company or hire car company a few days prior to your booking and ensure you have the reservation number.
- If requiring a taxi or uber please allow approximately 15 minutes for collection.
- Insurance excess and money payable can be paid upon drop off or collection - Please note our payment methods - EFTPOS, Cash or Direct Deposit. We do not accept Cheques, Amex or Diners. All funds will need to clear prior to release of vehicles.

REPAIRS/TIMEFRAME

The timeframe for your repairs are estimated. Whilst every effort is made to achieve this there may still be delays.

- Sometimes additional damages can be found during repairs.
- Parts delays - due to freight, damaged or incorrect.

Best endeavours are made to pre-empt any delays however some cases cannot be avoided and we will keep you updated should this arise.

When calling our office please have your job number or registration number.

THE CYCLE

- Vehicle disassembled and any additional damages identified.
- Parts mirror matched or trial fitted to vehicle.
- Repairs carried out by technician to manufacturers standards.
- Primer is applied to the repaired areas and preparation begins for refinishing.
- Paint Application through spray booth and baked.
- Any minor flaws are buffed and polished in the paint shop.
- Re-assembly begins.
- Final checks and detail.
- Quality control is carried out through each process.

Please visit our website for FAQ's
willmotsmashrepairs.com.au

Thank you for choosing
Willmot Smash Repair Specialist