



Consumer's Guide To

EXCELLENCE IN COLLISION REPAIR



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The Consumer's Guide to Excellence in Collision Repair

No one ever plans to get into a car accident. But when it happens, you want to make sure that one of your largest financial investments is in the hands of a competent collision repair facility.

Here's what to do if you're involved in an accident...

First thing is to stay calm. Take a breath if you need to. Even though it is a difficult situation, try to relax. Check yourself and make sure that you do not have any injuries. If you do, seek medical attention immediately.

If you have no injuries, make sure that no one else in your vehicle or the other vehicle is injured. If there has been an injury, call 911 for help. Don't leave the scene of an accident until all matters have been taken care of.

Move your vehicle if it is in a position that puts you or someone else in danger or if you are instructed to move it by a police officer.

Give only the necessary and requested information to police and other parties involved in the accident. Do not spontaneously discuss your personal condition, mental frame of mind, or anything unrelated to the accident. This will help guard against post-accident legal action.

If you need roadside assistance, phone your personal Roadside Assistance program if you have one. You should find the number in your Owner's Manual or other owner's packet. If you do not have a roadside assistance program benefit, call a local tow facility or collision center to help you with your vehicle. Make sure to get a business card from the tow truck operator or write down the driver's name, the service's name, and phone number.

Be sure to remove any valuables from your vehicle before it's towed away. Be sure to remove your insurance information and registration if you keep these items in your vehicle.

Gather the important information you'll need from the other driver. Use the handy Accident Record form in this document or on our website here:

<http://www.applecollisioncenter.com/collision-repair/accident-record.htm> as a guide.

If it's possible, call your insurance company from the scene of the accident. They'll walk you through the information they'll need. If they ask for a police report, don't worry. Just phone or go to the police department's headquarters the next day and you can get a copy of the report.

If you have a camera phone, take pictures of both you and the other party's vehicle. Include any areas of damage caused by the accident. If there was existing damage to the other vehicle, it wouldn't hurt to take pictures of that damage as well. Any other pictures that might help reconstruct the accident, such as obstacles in the road, signage, etc., may prove to be valuable later.

Choose a reputable collision repair facility for your vehicle with a warranty on the work they provide. The following is Apple's body shop warranty that we provide to our customers.

Apple Collision Center Body Shop Warranty

Apple Collision Center guarantees the work performed at Apple Collision Center so long as ownership of the vehicle does not change. The warranty applies only if the defects occurred under normal driving conditions and not where any vehicle has been subject to accidents, negligence, abuse, or misuse. Specifically excluded from this limited warranty is rust coming through the metal, scratches and gravel marks acquired from driving conditions. This is a fragmented, four part Written Warranty, and specific additional stipulations pertaining to each fragmented part are stated hereafter:

1) METALWORK:

Apple Collision Center provides a Lifetime Limited Written Warranty against defective workmanship to include welding and the application of materials utilized in making collision repairs against cracking, flaking, pitting or deterioration. Apple Collision Center will, at its sole option, repair and re-paint any metalwork warranted hereby.

2) PAINTING, STRIPES and DECALS:

Apple Collision Center provides a Lifetime Limited Written Warranty on the application and adhesion of decorative stripes and decals, excluding defect which are caused by extreme environmental conditions to which the vehicle may be exposed. The Apple Collision Center will, at its sole option, re-prime, re-paint, re-stripe or re-decal the specific section or sections of the vehicle warranted hereby.

3) MECHANICAL REPAIRS:

“Apple Collision Center Body Shop” provides a Lifetime Limited Written Warranty on all mechanical repair including workmanship pertaining directly to original collision damage. The Shop will, at its sole option, re-repair any mechanical assembly or component warranted hereby.

4) PARTS:

Apple Collision Center guarantees that parts or materials are subject to the guarantee of that supplier. We will assist you in handling any claim under the supplier’s guarantee. We guarantee that used parts or other than original equipment manufactured parts were not used without authorization from you as noted on the repair order.

SPECIFICALLY EXCLUDED are incidental costs, such as towing fees, car rentals charges, travel expenses, or assemblies and components which are not specifically covered by this **WRITTEN WARRANTY**.

This **WRITTEN WARRANTY** shall not be varied, supplemented, qualified, or interpreted by any prior course of dealings.

What should I *not* do if I get into an accident?

- Never discuss accident details or responsibility with anyone.
- Never discuss circumstances of the accident with anyone except the police and a representative of your insurance company.
- Never agree to a phone recording or give a signed statement to the claims adjustor representing the other driver’s insurance company. If you feel you’re being pressured, you may wish to consult an attorney.
- Never accept a check for the repair of your car until you’re sure it covers all necessary repairs. You are the person who is responsible for having your car repaired to your

satisfaction. Choosing a quality repair shop is important and you should not be rushed into a decision.

- Please don't be fooled by a lower estimate. There is a big difference in body shops, and a low bid could reflect an incomplete job. When some items are overlooked on a repair, the consequences to the driver can be serious. Exercise your right to determine which shop will repair your car. Make sure every detail has been attended to and repaired to your satisfaction before signing any insurance company release.
- Never allow your car to be towed to a repair shop you are not familiar with. Don't authorize repairs by signing a towing release unless you have decided to have your car repaired by the shop your car is being towed to. Make sure you read and understand all papers before you sign them.

About Apple Collision Center

Opened in January 2009, we are York's brand new state-of-the-art, 25,000 square feet, fully air conditioned facility. We offer 270 years of cumulative experience among our technicians and management staff!

We work with all major insurance companies, and have direct contact with most insurance agents within the York County area. We specialize in Honda, Acura, Subaru, Nissan, Chevrolet, Cadillac and all GM products collision repairs. However, we do work on all vehicle makes and models. Our customers have the satisfaction of knowing that our work is guaranteed for life, for as long as you own the vehicle.

Our Values

Service

We will always provide excellent service at every point of contact with customers and prospects. This includes courtesy and professionalism in all areas, from reception, to our pro-active follow-up with customers whose vehicles are being repaired.

Quality

We will always deliver a quality repair with a fit and finish either equal to or superior to the original manufacturer's fit and finish. The end result will always be an invisible repair.

Honesty

We will always be honest in our dealings with customers, insurance companies, employees, and each other.

Efficiency

We will continually strive to improve efficiency in everything we do in order to provide better value and service to our customers.

Appearance

Our facility and staff will look good to prospects and customers 100% of the time. This includes exterior, reception, workshop, uniforms, grooming, etc.

Towing

Apple Collision Center offers a 24-hour towing service through Jake's Towing in York, PA. In the event of an accident, contact Jake's Towing, and they will pick up and deliver your vehicle to us; we will then contact you within 24 hours

Jake's Towing

(717) 880-4713

Vehicle Rental

We offer in-facility car rental services for our customers through Enterprise Rent-A-Car.

Enterprise Rent-A-Car

Hours: M-F 7:30 – 5:00 pm

(717) 854-4151

24-Hour Messaging

We offer a 24-hour messaging service for our customers, which means you can call in at any time and leave your information on our machine and get instructions on what to do if you are involved in an accident.

Apple Collision Center

24-Hour Messaging Service

(717) 852-9592

Accident Record

Your Insurance Company	Your Policy #
Your Agent	Your Vehicle

Date & Time of Accident	Location
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Other Driver's Name	Address
City State Zip Code	Phone
Year, Make, Model of Vehicle	License #
Driver's License # (Include State Issued)	Insurance Company
Agent	Policy #

Witness #1	Name
Address	Phone
City State Zip Code	Comments

Witness #2	Name
Address	Phone
City State Zip Code	Comments