



## *O'Connell's Body Works, Inc. Info Sheet*

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### *General Information*

**1) Can you provide pick-up and delivery in special circumstances?**

Yes. We can make the necessary arrangements at the time the appointment is made. We can also provide pick-up and delivery service for a rental.

**2) If my vehicle's frame is damaged, is it a total loss?**

No. A car is a total loss only when the price of repairs exceeds the insurance company's determined value of your vehicle. In Today's environment most cars are built using unibody (frame and body as one) construction. Our highly skilled technicians, with the aid of our state-of-the-art computer frame and measuring system, can return your vehicle to its original factory specifications. If it is determined that the frame section is bent beyond repair, that section can simply be replaced.

**3) Can you match the paint color?**

Today's modern factory finishes incorporate multiple layers of highly specialized paints. O'Connell's Body Works, Inc. has made a major investment in two of the best paint systems in the industry, Standox and PPG to ensure that each vehicle's paint matches perfectly. We pride ourselves in our ability to match factory finishes as the final step in the restoration process.

**4) Can I get more service work on my vehicle while it is in the Body Shop?**

Yes. We can provide for you glass service (in-house), alignment service, inspection sticker service if necessary just inform us of what you may need so we will be able to make the necessary arrangements.

**5) Are you open on Saturday?**

Yes, 8:00AM – 12:00PM

**6) What are OEM (Original Equipment Manufacture) parts?**

These are the parts made by the manufacturer for your vehicle. OEM are the only acceptable body parts a repair shop can use in order to preserve your factory warranty, protect your safety and assure repairs to pre-accident condition.

**7) What is a "Quality Replacement" part of "Aftermarket" part?**

"Quality replacement" parts or "Aftermarket" parts are nothing more than parts not made by the original manufacturer and that some insurance companies figure in on their initial estimate. Unfortunately some insurance companies include this in their policies (in the fine print). At O'Connell's Body Works, we will never use any "aftermarket" or "quality replacement" sheet metal, lights or bumpers in the repair of your vehicle unless you authorize us in writing to do so. We will always request O.E.M. (original equipment parts) for the repairs of your vehicle.

**8) If my car is leased, must I advise my lease company that my vehicle has been in a collision?**

You are responsible for the condition of your leased vehicle. When your lease is up and you turn in your vehicle the lease company will do an independent appraisal of the condition of your vehicle. Other than normal wear, if they find any body damage, counterfeit parts or improper repairs you will be assessed at that time for the cost of repairing that damage.

**9) Can I wash my car after work completion?**

RECOMMENDATIONS AND PRECAUTIONS IN THE FIRST 30 DAYS. **Yes and No.** There are do's and don'ts as shown below.

**DO** - Wash the vehicle by hand with cool water and a very mild car wash solution using a soft cloth or sponge. Always use clean fresh water. Wash your vehicle in the shade.

**DON'T** - Do not use a commercial car wash. Stiff brushes or sponges could mar the finish and damage the surface. Do not "dry wipe" your vehicle. Dry wiping can scratch the finish. Do not drive on gravel roads. Chipping the finish is easily done in the first 30 days. Avoid parking under trees and utility lines, which are likely to attract birds. Bird droppings have a high acid content and will damage a freshly painted surface. Also, tree sap can mar or spot a freshly painted surface. Do not spill gasoline, oil, antifreeze, transmission fluid, or windshield solvent on the new finish. Do not scrape ice or snow from the newly painted surface.