



O'Connell's Body Works, Inc. Repair and Payment Policies



In order to better serve our customers, we ask you take a moment to read our repair and payment policies:

- A) You, the owner, are responsible for payment of repairs, depreciation, and any storage charges at the time your vehicle is returned to you. Acceptable forms of payment are:
 - 1. Properly endorsed insurance check
 - 2. Cash
 - 3. Certified Bank Checks
 - 4. Money Orders
 - 5. Pre-Approved personal or company checks
- B) It is possible that circumstances beyond our control; i.e.: parts availability, insurance company response times, etc.. may delay repairs while your vehicle is here at our shop. We endeavor to meet our proposed completion dates, however, the possibility still *exists* that the repairs could take longer than anticipated.
- C) Sometimes during the repair process we uncover additional damage. We will contact you, and the correct insurance company, to inform you of what we have found. We will give the insurance carrier the opportunity to inspect the additional damage. They will process a supplemental appraisal and you will be paid directly. Charges for these additional repairs will be included in your final bill.
- D) A standard hazardous waste charge of \$4.95 will be applied to every repair order invoice. This reflects the cost of legally disposing of hazardous waste material generated by the repair of your vehicle. Preserving the environment for the future generations is a concern for everyone and we appreciate your understanding in this matter. On very rare occasion an insurance company may pay this fee.
- E) The Massachusetts five percent sales tax must be paid on all parts and materials. Some insurance companies are not reimbursing the tax on materials. You, the owner, are responsible for any tax due. We will attempt to help you collect the amount due from your carrier, if they fall into this category.
- F.) Please make sure to read our storage policy in full before signing. You will be given a copy, please retain this for your records. This policy is also posted on the bulletin board in our office. This policy is to assure you that the vehicle will be repaired as quickly as possible.
- G) At any time during the negotiations on your vehicle repair work you have three choices.
 - 1.Repair the vehicle exactly the way the insurance company is dictating.
 - 2.Repair the vehicle as per the bodyshop's estimate.
 - 3.Pay all charges as per the storage policy and remove vehicle from facility.

We thank you for choosing O'Connell's Bodyworks for your collision repairs. We are a Wreck Check Facility and we will do everything we can to help you through this sometimes stressful period. If you have any questions regarding your claim please feel free to ask us.

I HAVE READ AND AGREE TO COMPLY WITH THE POLICIES STATED ABOVE

Signature

Date