



O'Connell's Body Works, Inc. ***Protective Storage Policies and Rates***



1. Our protective storage policies are based on the Massachusetts regulations 211 CMR: 123 & 133 and 212 CMR: 2.0
2. Protective storage starts the day the vehicle exceeds regulation, it accrues from the date a claim or supplement was requested.
 - A. 212 CMR 2.04: (A) Assignment of an appraisal. An appraiser must be assigned within two working days of an oral or a written claim this applies to the company and/or its agents.
 - B. 212 CMR 2.04: (E) paragraph six Appraisals must be completed and in the bands of the insured within five days of assignment Body shops have the right under this regulation to request an appraisal be left on sight. ** If requested and denied storage starts from the day of first contact
 - C. 212 CMR 2.04: (H) Supplement - the insurer must assign an appraiser and inspect the vehicle within three working days of the request. If signed field notes are left rather than a completed supplement, a completed supplement is expected within one day. If the supplement is different from the field notes, or is not received work stops, the issue is resolved, and storage accrues from day of request until resolved.
 - D. 211 CMR 123.05: Payment to be made within five days of appraisal or supplement. All repair orders and invoices must be paid in full at time of release. All checks must be clear of lean holders. We DO NOT accept DRAFTS, PERSONAL CHECKS, OR CREDIT CARDS.
3. If a repaired vehicle is not paid for in full and picked up within 48 hours after being notified of repair completion, inside storage will accrue from completion date.
4. Delays caused by the use of inferior parts located from the source the insurance company mandated regarding fit, quality, and safety will cause inside storage. Storage will accrue from the date the inferior part(s) were inspected up the day the O.E.M. parts were received.
5. In the case where arbitration may be requested, storage will accrue from the day that the supplement or original appraisal was not agreed to. If no work has been completed then it accrues from the day the vehicle was in left in our custody.
6. Total Loss – Storage charges on these vehicles accrue on a calendar day basis from time of our care custody and control. These vehicles will accrue storage charges until paid in full up to and including the day of payment.
7. If a vehicle is requested to be released for any reason, after being left in our custody without completion of repairs, storage fees will be charged. The charges accrue from the day the vehicle was left in our care even if some repairs were started.

Rates

Inside Storage - **\$125.00** Per Calendar Day

Outside Storage - **\$45.00** Per Calendar Day

Note: Any vehicle that is brought inside for a period of a day for any reason constitutes inside storage.

Please Be Advised

Additional administrative charges may also be charged. The cost of negotiating writing appraisals, moving the vehicle, and office work related to settling or trying to settle a claim are not included in protective storage charges. These items are charged on an hourly basis at fifteen-minute increments. The rate is \$75.07 an hour. All charges must be paid in full before we release the vehicle. You should advise your insurer of any assessed storage charges. We will be pleased to assist you with getting reimbursed from your insurer. Our goal is to have your vehicle repaired to pre-accident condition as quickly as possible and to be paid in the same manner.

I HAVE READ AND UNDERSTAND THIS DOCUMENTATION –X

Customer Signature

Date