

Casey Collision Center Lifetime Warranty

Casey Collision Center provides this lifetime warranty on all repairs relating to the current loss. It will apply to all items originally estimated - for as long as you own the vehicle. This warranty shall cover defects occurring under normal conditions. Damage caused by accidents, negligence, abuse, misuse, exposure to elements, or paint chipped by driving conditions shall not be covered under the scope of this warranty. Other exclusions include: sublet work as listed on the repair order, tires, batteries, mechanical parts, wiper blades, oils, and air conditioning; however, these items may be covered by the respective manufacturer's warranties.

Casey Collision Center warrants its paint for the life of the vehicle against: cracking, chipping, loss of gloss caused by hazing, chalking or fading, peeling and blistering caused by moisture, provided the refinishing is done over the original undamaged factory finishes or over original equipment manufacturer replacement parts. Rust related conditions shall not be covered. Stone chips will not be covered.



11 Forrest Drive
Newport News, VA 23606
(757) 591-1400

As our customer, we welcome you. You will receive the finest quality repairs available. These repairs are made possible only by our continued dedication to the collision industry. For us, satisfying our customers is the most important goal we have.

1. Your car is the second largest investment you're likely to make. Preserve its value and your safety by having it repaired professionally.
2. Never drive a car that could be unsafe because of damages.
3. Some insurance companies may want you to visit their drive-in claims center before having your car repaired. You can do this, or you may leave your car at our shop and ask that the insurance company inspect the car here.
4. There is no law requiring you to obtain more than one estimate or appraisal.
5. **You have the right to go to the repair shop of your choice. Your insurance company cannot require you to go to a particular shop.**
6. Differences in repair estimates are common. A lower estimate may not include all necessary work. If you're not sure why one estimate is different from another you've received, please ask us.
7. Choose a shop that has unibody repair equipment and certified (by I-CAR or ASE, for example) technicians.
8. Ask if the shop will be using genuine manufacturer (OEM) replacement parts.
9. Ask if the shop offers a repair warranty.
10. Let us help you negotiate your claim with the insurance company.

11 FORREST DRIVE
NEWPORT NEWS, VA 23606
LOCATED NEXT TO
CASEY CHEVROLET
IN NEWPORT NEWS

OPEN:
Monday-Friday
7:30 am-5:30 pm
Saturday 8 am-12 pm
757-591-1400



The only name you need to know for auto body repair and paint.

Casey Collision Center . . . DROP OFF. RELAX. PICK UP.

INITIAL PLANNING



Step 1: Evaluate Your Needs

- Confirm Insurance Company has received your damage report.
- Confirm your claim number.
- Evaluate your vehicle and identify what's needed to repair it.
- Prepare estimate and review it with you.



Step 2: Document the Plan

- Confirm your policy's coverage.
- Review our payment policy with you.
- Schedule your vehicle repairs and the projected completion date.
- Present our Repair Order for your authorization and signature.

If your Insurance Company requires it, we submit our estimate for their approval before proceeding.

BODY REPAIRS

Step 3: Obtain Your Parts

- The parts you need are ordered.
- Parts are logged in when received.



Step 4: The Body Repairs Begin

- Disassemble the damaged parts.
- Re-Inspect your vehicle for any hidden damage that may have occurred.

If any additional damage is found we notify you and provide a written Supplement. It documents any additional costs or schedule changes that may be necessary.



Step 5: Body Repairs are Completed

- All damaged parts have been replaced or repaired, according to plan.
- Your vehicle is inspected to ensure the repairs are complete and correct as ordered.

PREP AND PAINTING



Step 6: Preparations for Painting

- To ensure a "like-new" paint job, your car undergoes multiple steps of careful preparation, including:
 - cleaning
 - sanding
 - priming
 - sealing
 - masking



Step 7: Painting (color and clear coats)

- New paint is expertly mixed to match your vehicle's existing color.
- Multiple coats of paint are applied to the repaired areas followed by clear coats for added gloss and protection.



FINAL ASSEMBLY & DELIVERY

Step 8: Final Vehicle Assembly

- Final parts assembly is completed.
- Your vehicle is carefully cleaned.
- Your vehicle is carefully inspected to ensure the final repair meets our highest quality standards.

Step 9: Customer Notification

- We contact you to confirm that repairs are completed, and to schedule a time for you to take delivery of your vehicle.

Step 10: Review and Delivery

- We meet with you to review the repairs, discuss any questions you may have, and ensure your satisfaction with our work.

