



## **Ohio Board of Motor Vehicle Collision Repair Registration**

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[www.state.oh.us/crb](http://www.state.oh.us/crb)

### **Motorists' Bill of Rights**

#### **Choosing a Collision and Refinish Center**

As the owner of a motor vehicle damaged in an accident, you have the right to choose the shop where you wish to have your vehicle repaired. *This is the law!*

#### **Do I Need More Than One Estimate?**

No. Do not waste your time or that of several shops getting estimates. Select a repair facility that you feel comfortable with, then notify your agent or insurance company, or ask the shop to make the call on your behalf. Your insurance adjuster may have to inspect the damage. This can be done at an insurance drive-thru claim center or at the shop you have chosen.

#### **Notify Your Insurance Company.**

Before authorizing any repairs, notify your insurance company or agent and tell them where the damaged vehicle can be inspected. Most, if not all, policies require notification.

#### **Is the Work Guaranteed?**

Most collision repair centers guarantee their collision work to some degree, which may not include the paint job. Ask to see a copy of the shop's guarantee before repairs are started and have any information you do not understand clarified.

#### **Qualified Collision Repair Centers**

Verify your shop of choice is registered with the state of Ohio. Also, look for certificates of technician training. Membership in professional association and the Better Business Bureau indicate the shop is current with the latest repair procedures.

#### **Know Your Shop**

Make sure the shop you choose:

- Maintains a reliable and professional reputation. Ask acquaintances for recommendations.
- Appears properly equipped and organized to handle today's technical repair needs.
- Maintains specialized equipment and systems for peak performance.
- Have technicians that are thoroughly trained and certified.
- Shop Cleanliness. First impressions are important and say much about technician owner attitudes and professionalism. If you are comfortable with the shop and its people, chances are you will be satisfied with their repair work.

#### **Inspect the Repairs**

Before driving away:

- Check the appearance of the repaired area--both close-up and from a distance.
- Examine the paint for color match, texture and overspray.
- Take a test drive to check for mechanical repairs if any were required.
- Check that the vehicle is clean.
- If not satisfied with the work, mention your concerns immediately.
- In the worst cases, have the repair work inspected by an independent repair facility.