



Tennessee Collision Repairers Association

Choosing a Repair Facility

1. Ask friends and neighbors who they use for repairs.
2. Look for shop certifications such as I-CAR Gold Class or ASE.
3. Ask the shop for a tour. A quality facility will agree to the request.
4. Ask the shop if they have structural alignment equipment—Chief, Car-O-Liner, and Grabber are common.
5. Ask the shop if they have a 3-dimensional measuring system—Chief and Shark are common.
6. Ask the shop if they have a paint booth.
7. Make sure you understand all policies on payment.
8. Ask the shop if they provide a written warranty.
9. Ask the shop for customer references.
10. Ask the shop if they use a quality refinish product