



## The Repair Process

### The Customer

1. Files the claim
2. Selects the repair facility
3. Gets a preliminary estimate

### The Body Shop

4. Disassembles & completes the estimate
5. Orders the parts
6. Secures vehicle on alignment machine & measures
7. Refinishes inside portion of new parts
8. Installs new parts & fixes repairable parts
9. Preps vehicle for paint
10. Paints the vehicle
11. Reassembles vehicle trim & bumpers
12. Details the vehicle
13. Inspects and test drives vehicle
14. Completes the bill & delivers vehicle