

# Blair Wright Group - Customer Instructions

89 Waterloo Quay, Pipitea Tel:04 4726537

## ASSESSMENT & REPAIR PROCESS

### YOUR CLAIM

1. When Booking an assessment call us on the number at the top of the page. Make sure you have all the information available including name, address, contact information, email address, vehicle registration **and Insurance claim number**. You will get a claim number from your insurance company.
2. Please confirm with your insurer if you have an excess. We will be instructed to collect any insurance excess on behalf of your insurance company. Excess is payable before we repair your vehicle. If you have any query regarding an insurance excess you need to contact your insurer. **If you do not believe your excess applies, you must have your insurance company confirm the nil excess to us prior to dropping your vehicle for repairs or this may result in a delay to your repairs.**
3. It is extremely important that you are honest and accurate in your statements for all insurance claims. If you misrepresent the truth in any way, this is considered fraud and your claim will automatically become void, leaving you without recourse or reimbursement for your loss. In the event of any insurance claim being rejected, the full cost of the repairs will be met by the owner of the vehicle before the vehicle is released. Our assessors will only assess the damage as instructed by your insurer.

### THIS IS AN OPERATING INDUSTRIAL FACILITY

FOR YOUR SAFETY DO NOT ENTER THE OPERATIONAL AREAS OF THE YARD OR BUILDING

### ASSESSMENT – Drive-Thru Process

1. At the time of the Assessment appointment, park in the spaces in front of the **Reception Area as indicated on the map** and an estimator will come to you. If an estimator is not immediately available please follow signage to the Reception Area. **Strictly Keep to the Customer Zone Area.**
2. Please return and remain in your vehicle for the assessment. You may be required to step out for a short while so the assessor can take the images required inside the vehicle and to indicate the relevant damage to the estimator but be prepared to maintain social distancing rules as required.
3. Once the initial assessment is complete, we will begin processing your claim and once we have authorisation to proceed with repairs we will contact you to book repair dates. Assessments are for visible damage only and the vehicle will be further inspected for any additional damage once it comes into the repair facility and is stripped.

### REPAIR - Drop Off/Pick Up Process

1. Our Admin Team will let you know if you have an excess or private payment to make and an invoice will be emailed to you to pay online. **We cannot confirm your booking, order parts, or start any repairs until payment is received in full. Failure to make immediate payment may delay your repairs.**
2. At the time of the Repair appointment, park in the parking spaces in front of the **Reception Area as indicated on the map** and an estimator will come to you. If an estimator is not immediately available please follow signage to the office to drop your keys.
3. When your vehicle is ready to collect our Admin Team will call you to advise a pickup time.
4. Your feedback is important to us. If you have any questions or concerns about your repair please call us on the number at the top of the page with your reference number and our estimator will discuss the repair with you.

### THIS IS AN OPERATING INDUSTRIAL FACILITY

FOR YOUR SAFETY DO NOT ENTER THE OPERATIONAL ZONES OF THE YARD OR BUILDING

