

**It's Your Vehicle. It's Your Choice
Because Accidents Happen!**



#1



CHOOSING A COLLISION CENTRE

As the owner of a vehicle damaged in an accident, you have the right to choose where you want to have your vehicle repaired.

Know Your Shop. Make sure the shop you choose:

- maintains a reliable, professional reputation (Google them!)
- is properly trained on the most up-to-date technologies for repair
- maintains specialized equipment and systems at peak performance
- has technicians who are certified, and maintain a clean and organized shop

#2



YOU DON'T NEED MORE THAN ONE ESTIMATE

You can select a repair facility that you feel comfortable with, then notify your agent or insurance company, or simply 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-in claim centre, or at the shop you've chosen.**

#3



RENTAL COSTS AND "HIDDEN DAMAGE"

Be aware that it is the responsibility of the at-fault party to cover the cost of your rental vehicle if one is required. Throughout the process of inspection and repairs, damage may be found that wasn't at first visually apparent (hidden damage). As with obviously visible damage, the at-fault party is responsible for all hidden damage repairs.

#4



ALWAYS INSPECT YOUR REPAIRS CAREFULLY

Before driving away, you should always check the appearance of the vehicle, especially the repaired area, both close up and from a distance. Check for matching paint colours, texture (feels like sandpaper) and overspray (when unwanted drifting paint gets on other parts of your car). Take a test drive to make sure that your vehicle is running and driving properly. If you're not satisfied, mention your concerns to the shop Manager immediately.

the mills
guarantee

Mills will always provide you with an honest, accurate estimate and inform you of potential hidden damages. You have our word on that. Please talk to us if there are any changes or special arrangements you would like. We will do our best to accommodate every customer and do "Whatever It Takes"!