

We send the repair referral to you

Non Fault

We'll give you a call to arrange a booking in date.

We'll arrange for an engineer to inspect the vehicle.

We'll provide the client with a hire car and deliver their vehicle to you.

Repairable

The engineers will authorise you to start work.

We'll call every couple of days until an ECD is available, after that we'll leave you alone until the completion date.

Repairs Completed

Give us a call to let us know the repairs are completed.

We'll arrange to collect the car.

Send us your invoice and forward a copy to the engineers and we'll get it approved and paid.

Total Loss

The salvage will be collected by the client or by us.

You can invoice up to 14 days storage.

Send us the invoice and we'll send you the payment.

Fault

Mobile

Please could you call the client to arrange a booking in date.

Then arrange collection of their vehicle.

Immobile

Please give the client a courtesy car.

The clients insurers will give you authorisation.

We'll call every couple of days until an ECD is available, after that we'll leave you alone until the completion date.

Repairs completed.

Delivery of the client vehicle will be arranged by yourselves.

Send the invoice to the clients insurance company and they'll get it paid.