RPM auto Body & Collision

DuPont" PERFORMANCE ALLIANCE"

Drop Off. Relax. Pick Up.

Initial Planning



Step 1: Evaluate Your Needs

- Confirm Insurance Company has received your damage report.
- · Confirm your claim number.
- Evaluate your vehicle and identify what's needed to repair it.
- If the insurance company has not prepared an estimate on your behalf we will generate one for you and review it with you.



Step 2: Document the Plan

- Confirm your policy's coverage.
- Review our payment policy with you.
- Schedule your vehicle repairs and the projected completion date.
- Present our Repair Order for your authorization and signature.

If your Insurance Company requires it, we submit our estimate for their approval before proceeding.

Body Repairs

Step 3: Obtain Your Parts

- We take pictures of all the corners of the vehicle.
- We order and process your vehicles damaged parts.



Step 4: The Body Repairs Begin

- · Disassemble the damaged parts.
- Re-inspect your vehicle for any hidden damage that may have occurred.

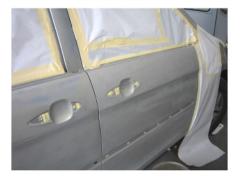
If any additional damage is found, we notify you and provide a written Supplement. It documents any additional costs or schedule changes that may be necessary.



Step 5: Body Repairs are Completed

- All damaged parts have been replaced or repaired, according to plan.
- Your vehicle is inspected to ensure the repairs are comlete and reflect your vehicles pre-accident status.

Prep and Painting



Step 6: Preparation for Painting

- To ensure a pre accident paint job, your vehicle undergoes multiple phases of careful preparation including:
 - · cleaning,
 - · sanding,
 - · priming,
 - · sealing,
 - masking.



Step 7: Painting (color and clear coats)

- New paint is expertly mixed to match your vehicle's existing color.
- Multiple coats of paint are applied to the repaired areas followed by clear coats for added gloss and protection.

Final Assembly and Delivery



Step 8: Final Vehicle Assembly

- · Final parts assembly is completed.
- · Your vehicle is carefully cleaned.
- Your vehicle is carefully inspected to ensure the final repair meets our highest quality standards.

Step 9: Customer Notification

 We contact you to confirm that repairs are completed, and to schedule a time for you to take delivery of your vehicle.



Step 10: Review and Delivery

 We will meet with you to go over your vehicle repairs and discuss any question or concerns, to ensure your complete satisfaction.

Chart provided courtesy of our friends at

