



## Repair Authorization

Customer Name:			
Address:			
Phone:		V.I.N#:	
Vehicle Year/ Make/ Model:			
Registration #:		State:	
Insurance Company:			
Date In:		Odometer In:	

### **INSURANCE AUTHORIZATION**

All charges for repairs must be paid when the vehicle is ready for delivery. In some cases, we may require your assistance by following up with the insurance company to make sure they make timely payments. You authorize us to endorse your name on any insurance checks made for the purpose of paying for repairs to your vehicle and to act as your agent for the purpose of negotiating on your behalf with insurers for the cost of repair, including damage not listed on an initial insurance appraisal of vehicle damage.

### **ADDITIONAL DAMAGE / EXPEDITED INSURANCE APPRAISAL**

Most estimates performed prior to disassembly of the vehicle are not accurate because of the probability of hidden damage. Therefore, it is our practice that accurate estimates of the cost to repair, as well as the expected time to complete repairs, are not made until we have disassembled the area of damage to your vehicle.

Today's Collision Repair Centers follow Original Equipment Manufacturer ("OEM") specified procedures and use OEM parts, and we otherwise follow our own repair procedures to insure a quality repair backed by a written guarantee. Some differences may exist between our exact repair process and the procedures outlined on insurance company estimates. However, any differences that would affect total repair costs will be discussed with you or your insurance company beforehand.

Additional damage may be discovered and additional repairs may be necessary. You authorize us, under Massachusetts law, to contact your insurer and request an "expedited" appraisal process, which may shorten the time needed to negotiate additional repair costs with your insurer.

### **PARTS USAGE**

**OPTION A:** I authorize the exclusive use of Original Equipment Manufacturer (OEM) parts to be used to repair my vehicle. I agree to pay Today's Collision Repair Centers any balance due for the use of OEM parts not covered by the insurance company or any other paying party.

INITIAL \_\_\_\_\_ DATE \_\_\_\_\_

**OPTION B:** I authorize the use of non-OEM (Original Equipment Manufacturer), Aftermarket, Reconditioned and / or Recycled parts to be used to repair my vehicle. I understand that Today's Collision Repair Centers will warrant for sixty (60) days that such parts are merchantable and fit for the particular purpose for which they are being used, but will not otherwise guarantee or warranty the fit, form and function of non-OEM parts, and that Today's Collision Repair Centers limits its warranty responsibility for such parts solely to repair or replace a part that fails.

The use of non-OEM parts may void your vehicle manufacturer's warranty and/or result in loss of value in your vehicle and/or cause the vehicle's safety and passenger protection systems to fail and /or may require the vehicle to be re-repaired (if leased), at your expense. Today's Collision Repair Centers will not be responsible for any damages resulting from the use or failure of a non-OEM part.

INITIAL \_\_\_\_\_ DATE \_\_\_\_\_

Today's Collision and Fleet Service Center, Malden, MA RS#4159  
Today's Auto Body, Inc. Chelsea, MA RS#1665  
Today's Collision Stoneham, Inc., Stoneham, MA RS#5285  
Today's Collision, Danvers, MA RS#5445

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## ADVANCED DRIVER ASSISTANCE SYSTEMS (ADAS) MANDATORY SCANS

Today's Collision Repair Centers repairs vehicles in accordance with the available Original Equipment Manufacturers' (OEM) documented repair process specifications and procedures. If your vehicle is equipped with an ADAS, your vehicle manufacturer may require Today's Collision Repair Centers to perform both a PRE SCAN and POST SCAN of the system. The proper functioning of these safety and driver-assist systems could have been compromised as a result of a collision. ADAS is responsible for many of the safety and warning features including but not limited to blind spot sensors, lane departure systems, forward collision warning, automatic emergency braking and adaptive cruise control.

If required, you authorize us to perform both a pre-scan and post scan of the Advanced Driver-Assist and Safety features. The charge for the required scans is \$260 (\$130 per scan). Should your insurance carrier not compensate for this charge, it will be necessary for you to pay the fee for these OEM-mandated scans.

## USE OF VEHICLE

Employees of Today's Collision Repair Centers and sublet vendors may operate your vehicle for the purpose of testing, delivery, sublet work, inspection by an insurer and/or a lien holder, or for other purposes reasonably related to repairs.

## RATES / CHARGES / FEES

**LABOR RATES** - Today's Collision Repair Centers' labor rates may differ from those authorized by the insurance company, especially for advanced materials. Mechanical Repairs, Frame Repair, Specialty Work and/ or Specialty Paint may result in an additional out-of-pocket expense. You will be responsible for the costs of parts, labor, materials and/or sublet that are not covered by the insurance company. ***Today's Collision Repair Centers' labor and material charges are posted at our facilities and are subject to change.***

**FLAT RATE HOURS** - Repair appraisals and the final repair bill will itemize repairs, including charges for parts and charges for hours of labor to perform repairs. Today's Collision Repair Center's labor charges are based on "flat rate" hours, which may not reflect actual hours worked, but rather estimated repair times based upon standard industry estimating guides.

**STORAGE CHARGES** - Unless otherwise scheduled, failure to pick-up your vehicle within 48 hours after you have been notified that repairs have been completed will result in storage fees at a rate of \$50.00 per day for outside storage and \$100.00 per day for inside storage. These rates will also apply should your vehicle be determined a "Total Loss."

## PAYMENT

All charges for repairs must be paid when the vehicle is ready for delivery. We accept all major credit cards, Bank/Debit/Check cards, Insurance Checks, Personal Checks, Business Checks, Cashier Checks, Money Orders, Bank Checks, and Cash. An accepted **Direction to Pay** by the insurance company must be in place in order for Today's Collision Repair Centers to release your vehicle to you in the event that all payments from your insurance company have not been received prior to taking delivery of your vehicle. You will be responsible for your full deductible at the time of delivery.

Sometimes the insurance check, which is due to Today's Collision Repair Centers, will be mistakenly sent to the customer. In the event that you receive a check from the insurance company for the payment of your repair, you agree to contact Today's Collision Repair Centers and to deliver and endorse the check to us.

*I hereby authorize Today's Collision Repair Centers to repair the damage to my vehicle, and acknowledge that I understand all of the above.*

Print Name: \_\_\_\_\_ Repair Order No.: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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