

Covert Collision Center Repair Authorization

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Cell _____ email: _____

Vehicle Year: _____ Make: _____ Model: _____ Color: _____

I have an estimate from the insurance company. YES _____ NO _____ (Please check one.)

The insurance company I will be using is: _____

I hereby authorize the repair work (and necessary road testing) herein set forth to be done by Covert Collision Center. I acknowledge that Covert Collision Center is not responsible for loss or damage to articles and/or personal property left in vehicle. In case of fire, theft, hail or any other cause beyond Covert Collision Center's control, I acknowledge that Covert Collision Center is not responsible for replacement or repairs. I also realize that Covert Collision Center cannot control delays due to insurance company supplements, availability of parts or delays caused by the use of poor fitting non-original aftermarket and/or used parts. I hereby grant Covert employees and vendors permission to operate my vehicle herein describe on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle herein described to secure the amount of repairs thereto. In the event that I should decide not to have my vehicle repaired by Covert Collision Center, I acknowledge that I may be responsible for any restocking fee for parts. I understand that my insurance check may be made out to the lien holder and myself, and that the lien holder must sign before the vehicle can be released. Covert Collision agrees to waive storage fee and administrative fee on every vehicle repaired. There is cost for storage on every vehicle that occupies a parking space. There is cost for our personnel to take the time and use company resources such as estimating programs to determine the cost for damages to a vehicle. There are labor charges incurred to partially disassemble a vehicle for estimating purposes.

Covert Collision is not responsible for any portion of your rental car bill, and makes no guarantee that we can finish your job before your rental coverage expires. Should the repair exceed the rental days allowed by your insurance company, Covert will not be held responsible.

We are aware that people do not inspect every area of their vehicles on a daily basis. However, when it is picked up from a body shop it is closely inspected. **Minor damage that had never been noticed, including the fine scratching that is in all paint ,especially black because of past washing and small door dings are often noticed for the first time during this serious inspection.** Shops are often expected to repair this previous damage because the owner really does not remember it being there. We understand because no one has time each day to re-inspect their vehicles for small nicks, scrapes, etc. Covert will hand wash your vehicle using power spray and dry it with soft, lint free microfiber towels. We are not responsible for prior damage or fine scratches because they are in all cars, all the time. Ultra-fine swirls can be removed but will always return after a few washes. The removal fee is \$500.00 should you want it done, with no guarantee, because again, **they are normal to all vehicles and will always return.** We also photograph the gas gauge and odometer when possible as we write the estimate. **Other than a supervisor road testing or delivering your car to a sublet vendor, it will not be taken off our lot. It is locked after hours and the keys secured. There has never been an incident of a customer's vehicle having been driven by a Covert employee for personal use.**

POWER OF ATTORNEY: For consideration of repairs made to this vehicle I hereby grant Covert Collision Power of Attorney to sign/endorse any checks and/or drafts for repairs made payable to me, and release thereto, as settlement for my claim or damage to my vehicle.

I have removed all unattached personal and valuable articles, to include headphones and CD's from my vehicle. I acknowledge that Covert Collision Center is not responsible for any belongings left in vehicle. My initials below indicate acceptance of the above statements.

X _____ Initial here

*Notice pursuant to 70.001, Texas Property Code I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with 9.503 Texas Business Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account upon which it is drawn or the credit card account has been closed.

*ACCEPTED BY: _____ Date: _____

INSURANCE POLICY:

The insurance company **MUST** send payment for your vehicle to the shop or to you the owner by the time the repairs are complete.

Please be looking for the insurance check(s) in the mail. **You will need to bring the check when your vehicle is ready.**

There may be more than one check, so please check with us to make sure you have received full payment in time to pick up your vehicle.

The home office insurance adjuster **will need to overnight the payment**, if it has not arrived by the time the repairs are completed.

In certain, but not all cases, when the check cannot reach you in the time to pick up your vehicle we will accept a fax or email from the insurer, but it must guarantee the check will be mailed directly to us and have no contingencies preventing it being deposited immediately, such as being made payable to jointly to us and a lienholder.

Covert Collision Center
DRP Limited Lifetime and Other Warranties

Owner: _____ Repair Order Number _____

This document refers to very specific repairs and/or parts replacements performed by Covert Collision. In some cases a portion of those services and/or parts were provided or performed by a sublet vendor who specializes in repairs not normally done in a paint and body shop, but needed to complete a job according to a specific estimate, which in itself is limited item by item, line by line, and procedure by procedure. Therefore this limited warranty is not only limited by disclaimer and exclusion terminology, but also by the absence of any mention of any service or item not very specifically stated as a part of the repair and which must have included remuneration for the stated performance. More clearly; if an issue is to be included in the warranty, it must have been listed on the estimate document and payment received by Covert Collision for the listed item or there is no warranty on the questioned item or lack of the item. All warranty work must be performed in our shop at 8950 Research Blvd., Austin, Texas.

Covert warranties our workmanship for as long as the owner at the time of the repair retains the vehicle as his or her personal vehicle. The warranty is specifically to that person/owner only, and becomes void if the vehicle is passed to another person even if that person is a family member. Vehicles that have since been repaired in other shops may no longer be covered. We will inspect the other shop's work as related to the area of the later damage and its impact on the work we did previously. Overlapping work will definitely void this warranty to the area of overlap.

Parts and materials, whether new, used, rebuilt, or aftermarket, are covered for the period of time specified by the seller or parts manufacturer. Most replacement parts come with a one year warranty to the body shop. That warranty is passed on to the vehicle owner and administered by Covert Collision for the manufacturer. Our labor is warranted for as long as the owner at the time we worked on the vehicle, keeps the vehicle for his or her use.

Paint carries the same warranty as a new vehicle paint warranty. That warranty is usually 3 years or 36,000 miles. There are exclusions and limitations, depending on the manufacturer's original warranty as a standard. Exclusions include neglect, misuse, swirl marks, rust, rock chips, salt, lack of maintenance and customary care such as periodic polish and wax, tree sap staining and erosion, bird droppings, rail dust and acid rain, extreme sun burn, and abrasion damage from improper buffing, detailing, and man-made burning of the finish such as dry and over-polishing as determined by a finish expert in the business of paint care.

If the vehicle is not stored in a garage or carport, and a claim is made for sun damaged or otherwise elements-damaged paint or appearance items, receipt(s) showing periodic finish maintenance will be required. Lack of maintenance including the periodic application of paint protective products, sealer, wax, etc., are clear indications of neglect, and will void the paint and exterior trim warranty.

Towing, car rental, travel expenses, and any assembly or component not mentioned in this warranty, to include consequential damage to other parts or assemblies resulting from a defective part or installation or repair of such part or component are excluded.

Owner or his/her agent signature of acceptance: _____

Date: _____