SYNERGY COLLISION AUTO BODY

ONE SEAMLESS REPAIR

CUSTOMER RIGHTS & PROCESS GUIDE

1. KNOW YOUR RIGHTS: ANTI-STEERING LAWS

You Have the Legal Right to Choose Your Repair Shop

Insurance companies often attempt to "steer" policyholders toward their preferred network facilities to lower their own payout costs. **By law, an insurance company cannot mandate where you take your vehicle.** You are legally entitled to choose Synergy Collision Auto Body. We ensure your vehicle is restored safely without cutting corners.

2. CRITICAL REPAIR & INSURANCE FACTS

Why We Advocate for OEM Parts

Insurers frequently write estimates using **aftermarket or imitation parts** to save money. We fight for **OEM (Original Equipment Manufacturer)** parts because aftermarket components present significant risks:

- **Safety & Fit:** Aftermarket parts may not undergo rigorous crash testing or crumple correctly.
- **Improper Alignment:** Poor fitment creates unsightly gaps and sensor misalignment.
- **Value Protection:** Non-OEM parts lower your vehicle's resale value and void manufacturer warranties.

Understanding Repair Timelines

A quality collision repair can take **up to 30 days or longer**. While our technicians work efficiently, delays are typically caused by insurance administrative procedures:

- **Adjuster Approvals:** Insurance adjusters often take 5–10 business days to inspect and approve supplement claims.
- **Part Sourcing & Shipping:** Occasionally parts can be on backorder, delaying delivery.
- **Quality Control:** Proper paint curing, reassembly, and safety sensor calibrations cannot be rushed.

3. OUR STEP-BY-STEP COLLISION REPAIR PROCESS

To ensure hidden damage is fully identified and covered by your insurance, we follow a strict blueprint once your vehicle arrives at our facility:

1. **Check-In & Entry**
   Vehicle is checked in, logged into our system, and prepared for initial physical inspection.
2. **Full Disassembly**
   We tear down affected areas to expose hidden structural, mechanical, or sensor damage.
3. **Supplement Claim**
   We document all hidden damage with photo evidence and submit a supplement to your insurer.
4. **Approval & Repair**
   Upon insurer authorization, we order OEM parts, perform bodywork, paint, and recalibrate.

Our Commitment to You: We advocate directly with your insurance company to ensure your vehicle is repaired to factory safety standards without compromising on quality or using inferior parts.