



# **CUSTOMER VIRTUAL ESTIMATE STEP BY STEP GUIDE**





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# WELCOME

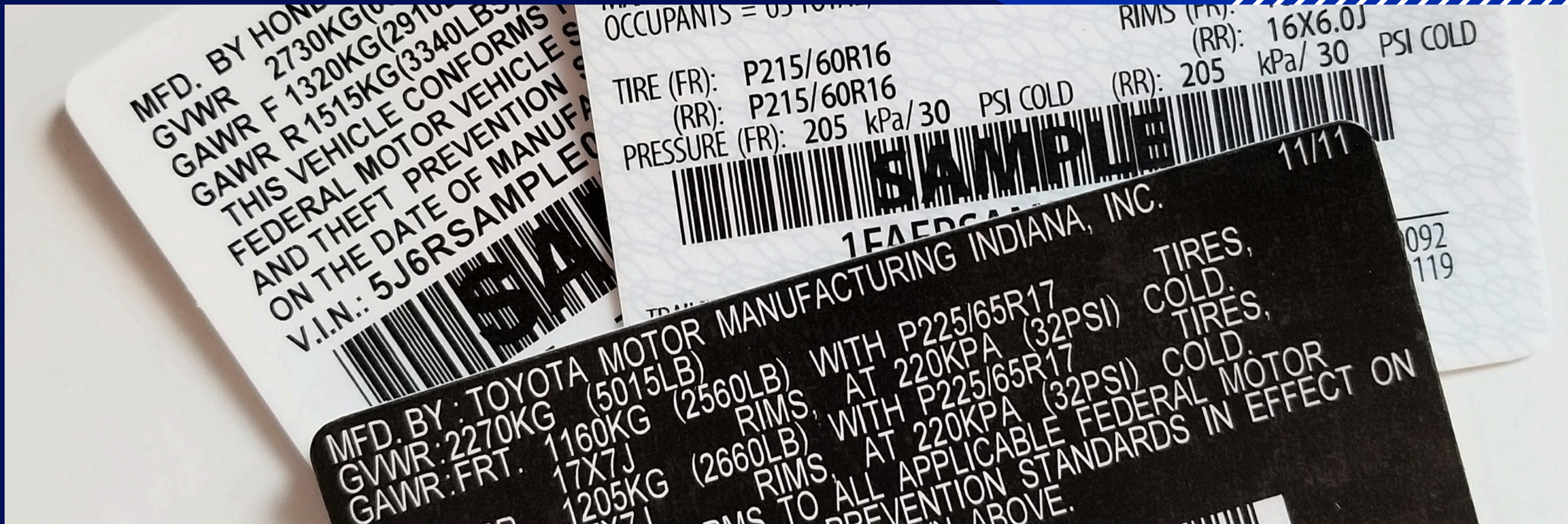
To ensure a smooth and efficient repair process, it is essential to complete the required forms. Regardless of whether you are processing your repair through insurance, we need the following forms from you:

- Intake Form
- Repair Authorization Form
- Direction To Pay Form

By submitting these forms promptly, we can gather all the necessary information and proceed with your repairs without delay.







## VIN LABEL LOCATION

The provided photo illustrates the appearance of your VIN label. Typically, you can find this label in one of the following locations:

- On your driver's door jamb
- On your driver's door
- On the driver's side of the windshield near the cowl

Please provide a photo of this label. This information is necessary for inputting data into our software to generate an accurate estimate.



# DAMAGE PHOTOS

## Clear Visible Photos

It is essential to ensure that the photos you provide are clear and accurate for us to create the most precise estimate. If you notice anything that doesn't look right, please take additional photos. It is always better to have more photos than fewer.

## Lighting

Another crucial aspect of this process is ensuring that photos are taken in adequate lighting. We frequently encounter issues when photos are taken in dimly lit environments, such as inside a dark garage, where it becomes challenging to accurately identify and assess dents.







## CLOSE UP PHOTOS

We will require close-up photos, similar to the ones shown above, to accurately assess and estimate damages. These detailed photos will help us determine whether the door needs to be replaced or if a repair will suffice. In this specific instance, the severity of the damages as shown in the close-up photos has led us to conclude that the door needs to be replaced.



# FULL VIEW PHOTOS

Since repairing a vehicle may require blending, it is best practice to take a large panoramic photo of the side of the vehicle. This photo is essential in case we need to blend an adjacent panel for reasons related to proximity, color matching, or specific requirements.

[Learn More](#)





# FORMS & PHOTOS UPLOAD



**978-486-8288**



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**Intake Form - Repair Authorization Form - Direction To Pay Form**

\*Repair Authorization Form will be sent with estimate of record for you to fillout\*

**Intake Form must be filled out or we cannot create an estimate.**







THANK  
YOU