CUSTOMER COLLISION PACKET INFORMATION

Dear Customer,

Thank you for entrusting Jakes with the repair of your vehicle.

We understand that having your vehicle repaired can be a stressful experience, and we want to keep you informed every step of the way. Here is an overview of the collision repair process and potential delays:

Initial Assessment and Estimate:

Upon arrival, our certified technicians will thoroughly inspect your vehicle to assess the damage. This process is called blueprinting. This is to ensure the vehicle is said to be viable for repair.

We will provide you with a detailed repair estimate of the repair costs and the time required to complete the repairs.

Please be advised

If the estimate we provide is preliminary, it means our appraiser has assessed only the visible damages. During the blueprinting process, if we identify additional damages, we will need to create a supplemental estimate to determine the full scope of the repair. This process may take some time.

Insurance Approval:

You, not your insurance company, can choose the collision center to repair your vehicle. If you file an insurance claim, we will collaborate closely with your insurance company to obtain approval for the necessary repairs. If you already have the insurance company's estimate of record, please bring it with you so we can review their assessment of the damage.

It is common for our estimates to be higher than those provided by the insurance company. Please do not be concerned, as we will work with your insurance provider to explain and justify the costs. This process, known as a supplement of record, is standard in the collision repair industry. It ensures that both our appraisers and the insurance company are aligned to the repair process.

The repair process is a negotiation and not an exact science, as each vehicle and repair situation is unique. Rest assured, we will manage these discussions to ensure your vehicle is repaired to the highest standards.

Parts Ordering:

Once we receive approval, we will order the required parts for your vehicle. Depending on availability, this may take a few days to sometimes a few weeks depending on parts themselves and if they need to be source dependent on the year make and model.

Disassembly and Repair:

Our technicians will begin by disassembling the damaged areas to assess any hidden damage.

We will then perform the necessary repairs, including bodywork, frame alignment, and paint refinish.

We may have to send out repairs that specialize in rims, tires, alignments, mechanical and calibrations to third party companies. Please be advised this may extend the time of repairs.

Painting and Refinishing:

After the structural and nonstructural repairs are complete, your vehicle will move to our paint shop, where our expert painters will match the color and apply a high-quality finish.

Reassembly and Quality Check:

Once the paint has cured (this usually takes up to 24-48hrs) we will reassemble your vehicle and perform a thorough quality check to ensure that all repairs meet our high standards.

Final Inspection and Delivery:

Our team will conduct a final inspection to ensure everything is in pre-loss condition. We have always upheld the generous service of washing & detailing your vehicle on us. We will then contact you to arrange a convenient time for you to pick up your vehicle.

Potential Delays:

While we strive to complete repairs as quickly as possible, several factors may cause delays:

Insurance Approval: Delays in obtaining supplement estimates and/or final approval from your insurance company can impact the repair timeline significantly.

Parts Availability:

Occasionally, there may be delays in receiving the required parts due to supplier issues. Suppliers may deliver incorrect or damaged parts, or items are back-ordered.

Hidden Damage:

During the disassembly process, we may discover additional damage that was not visible during the initial assessment. This can extend the repair time.

We understand that any delay can be inconvenient, and we appreciate your patience and understanding.

Final Note

At Jakes we strive to provide the highest level of customer service while restoring your vehicle
to pre-loss condition ensuring all repairs adhere to factory guidelines and insurance standards.

We will contact you once your vehicle is 100% complete. To expedite the repair process, we kindly ask that you refrain from calling frequently for updates as this can prolong the completion time and distract our team from focusing on your vehicle. Rest assured, we are committed to returning your vehicle as promptly as possible.

If you have concerns about rental extensions, lack of transportation, or repair deadlines, please let us know. We are more than willing to make necessary accommodations to ensure your needs are met.

Thank you for your understanding, cooperation and choosing Jakes Collision Center. If you have any questions or concerns, please do not hesitate to contact us at 978-486-8288 or John@Jakescollisioncenter.com. We are here to assist you.

Payment Methods

Accepted forms of payment are insurance company check, personal certified bank check, wire transfer, business check, cash, or credit card (for which a 3.99% processing fee which will be added to your invoice).

We do not accept personal
checks, cashapp, zelle or bitcoin.

Kind Regards,

John Bowles
General Manager
Jakes Collision Center, Inc.
1 Adams Street Littleton, MA 01460
978-486-8288 John@Jakescollisioncenter.com