



At Dentsmart, our entire organization made a promise. We call it the ARC promise; to be an accountable, reliable and credible example of our very dynamic industry. This promise does not say what we do, it says we do what we say.

Dave

Top Things to do when you have a auto hail claim:

- Contact your insurance company to report a claim.
- Obtain an estimate from your insurance company.
- Bring your vehicle, along with your estimate, to the repair facility partnered with **dentsmart** for a thorough estimate and to schedule the repair.
- Contact the rental car company to reserve your rental car as soon as you have scheduled your repair as most rental companies will be short on vehicles during a major hail event.
- The day before your scheduled repair, follow-up with the rental car company to confirm your reservation.
- Drop your vehicle off at the repair facility. Don't forget to remove any valuables from the car including your garage door remote.
- Drive away, relax and know that with **dentsmart** you have made the right choice!

The storm is over.

Where does my car go from here?



Call
(800) 839-9861
For A Body Shop
Location Nearest You.

Member of the Better Business Bureau which ensures we operate with the highest ethical standard!
www.bbb.org

Preferred PDR company for many of the leading insurance companies.

(Independently owned and operated)



DentsmartINC

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Paint Free Dent Removal

dentsmart[®]

Answers to Common Questions Regarding Your Hail Damage Repair:

Q What is PDR?

Paint free dent repair is a process whereby a skilled metalcraftsman uses specialized tools and graphic lighting to gently massage panels from the underside, restoring them back to pre-accident condition and strength. PDR does not utilize heat, dry ice, nor fillers to repair during the process.

Q Can PDR damage my car's finish and how does the paint keep from cracking?

PDR does not damage the finish as the techniques used are kept on the non-painted underside of the panels. Because today's lighter, thinner metals have more flexibility, the paints used in today's cars are designed to match that new flex. Think of today's auto paints as a marriage between rubber and color. It is due to this flexibility that a skilled PDR repairer has little chance of compromising the integrity of the paint during the repair.

Q What if my insurance check is less than the estimated damage?

Your locally owned repair facility will always work with your insurance provider to ensure that all storm related damage is covered, less your deductible. Because **Dentsmart** is accepted and/or recommended by insurance carriers, the cycle time for approval is significantly reduced so that you get your car back sooner.

Q My car is very valuable to me; how do I know I am going to get the best repair, regardless of how it is done?

First of all, use a trusted, local repair facility. There is no better warranty or guarantee than that of a local warranty. This fact, combined with **Dentsmart's** commitment to using only ARC certified technicians will ensure that the correct assessment and procedures will apply as your car is restored back to its pre-accident quality and value.



Q Are panels sometimes too severely damaged for PDR to be effective?

Absolutely, this is true. Size, location and the saturation of dents may hinder PDR from being the finished result. Still, PDR can apply to reduce the time a car is in the shop and may even reduce or eliminate the need for fillers, even if new paint is needed. Once again, your local trusted repair facility combined with **Dentsmart's** professional PDR technicians will help assure your repair process uses the best techniques for restoration in full.

Q Why should I even bother to repair the damage to my vehicle?

If you do not repair the damage, the value of your automobile will be greatly reduced. This will cost you at trade in. If damage or an accident occurs in the future, this will be treated as "pre-existing" damage, and customers will not receive full payment for the new damages.

Q Is PDR better than conventional body shop repair?

PDR is just one technique in repairing your damaged vehicle. The technologies of conventional body shop methods are certainly able to match up with the manufacturers' aim to give you beauty and durability in your cars' finish. Often, both techniques are used in the repair process, cutting the cycle time for restoration and getting you back into your car sooner.



Q What are the advantages of a local trusted repair facility versus temporary "tent" repairers?

- Warranty! There is no better warranty than a local warranty.
- Here serving your community year round.
- Tent repairers' warranty ends when they leave town.
- In order to save time and costs, tent repairers may not use correct procedures to access the damage (drilling holes), and may not give your car full restoration. If trim panels get broken, they may rig it back in place instead of replacing them.
- Can apply the recommended repair even if PDR is not the best finished product
- Glass needs, parts and moldings are performed in one place, keeping you from driving around from place to place to complete all repairs.
- Dentsmart only operates in quality, local body shops. We are renowned for our lifetime warranty on all repairs and even put this in writing for you. Our ARC certified technicians assure that your car is treated with respect for full repair and restored value.

Why **dentsmart**?

- We operate only in quality, local repair facilities, therefore we can correctly assess and repair the damage instead of just PDR as the only option.
- We are local repairers - we do not just travel across the country chasing storms.
- We use only ARC certified hail specialists and master craftsmen.
- Member of Better Business Bureau.
- Approved by major insurance providers.
- Written lifetime warranty on all repairs.

(800) 839-9861



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