



DISCOUNT HAIL REPAIR

(844) 766-4245 • CONTACT@DISCOUNTAUTOHAILREPAIR.COM • WWW.DISCOUNTAUTOHAILREPAIR.COM

AUTO HAIL CUSTOMER AGREEMENT

APPOINTMENT DATE: _____

CUSTOMER INFORMATION

Name: _____ Referred By: _____

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

Phone: _____ Email: _____

VEHICLE INFORMATION

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

VIN: _____ Plate Number: _____

Mileage: _____

INSURANCE INFORMATION

Date of Loss: _____ Time of Loss: _____

Purchased With Hail Damage?

Prior Hail Damage?

Receipt of Repair Provided?

Insurance Co.: _____

Policy Number: _____

Claim Number: _____

Authorization of Repair & Direction to Pay

By signing the Customer Service Agreement from Discount Hail Repair (DHR), you are entering into an agreement with us and you will be bound by the Terms of Service. All price quotes are guaranteed solely towards the Customer and are based on vehicle information, and type of repairs agreed upon. Repair approval will depend on the insurance adjuster's assessment and is not guaranteed. DHR is authorized to repair the customer's vehicle once approved by the customer's insurance DHR is not responsible for the loss or damage to this vehicle and/or articles left in the vehicle, due to fire, theft, or any causes beyond its control. While in process of repair, the customer grants permission to the company's representatives to operate the vehicle for purpose of testing, repairing, detailing, inspection and/or shuttling to/from our repair facility. If closer analysis reveals additional repairs are necessary, either the customer or insurance company will be contacted for authorization of any repair charges. If new parts listing in the insurance estimate are not available or repairable DHR will repair such parts when possible. In the case the customer opts out of replacing parts included in the insurance estimate with DHR, DHR will forfeit responsibility for these parts over to the customer, and may provide a reimbursement in the form of check. Old parts will be thrown away unless otherwise instructed. DISCOUNT HAIL REPAIR is not responsible for prior damage listed on the Prior Damage Assessment or damage found in photographs taken upon check-in or by the insurance company, unless agreed upon by ownership. Discount Hail Repair will only accept payment in the form of insurance check, personal check, or cash. When applicable, DHR will collect payment via the customer's Auto Insurance Policy associated with the corresponding claim and/or policy number documented on the Customer Agreement. If the insurance company pays either a portion of or the total amount due, the insurance check/draft must be obtained by the customer or sent in advance by the insurance company for the consideration of repairs made to the vehicle. The customer authorizes any and all insurance estimates and supplements payable directly to Discount Hail Repair. Customer authorizes Discount Hail Repair to act as power of attorney to sign and endorse any check and/or drafts made payable to the customer in any release thereto, as settlement for any claim for damage to this vehicle. The customer may be responsible to make arrangements with any lien holder or other payees to endorse the insurance check/draft prior to the release of the vehicle. Payment is due upon completion of repairs, before the vehicle is to be released. Upon release, DHR will provide a copy of the repair invoice, documented as paid for the customer's records. In the event a customer is unable to utilize their Auto Insurance for repair, a cash price may be negotiated with ownership. If the vehicle is removed from the shop before repairs are complete, the customer is responsible for payment of all work completed including any applicable handling fees or service charges. To secure payment in the amount of repairs, an expressed mechanics lien on the vehicle is acknowledged and the customer will be responsible for paying any attorney's fees and court costs in the event that legal action becomes necessary to enforce these terms. Discount Hail Repair may also repossess the vehicle if payment is not secured. For more information on our Terms of Service, or if you have any questions, concerns, or billing inquiries, please visit our website www.discountautohailrepair.com/terms-conditions or contact us at 844-766-4245. I hereby acknowledge that all of the above information is true, and agree to all selections above.

I have read, understand, and agree to the terms of service, and authorize Discount Hail Repair Paintless Dent Repair to repair the aforementioned vehicle(s).

Customer Signature

Date



DISCOUNT HAIL REPAIR TERMS OF SERVICE

Terms of Service

This document explains the terms and conditions that apply to your auto hail repair with Flash Finish Dent Repair, LLC. Discount Hail Repair (Discount Hail Repair/DHR). The terms "includes" or "including" mean "including without limitation." By signing the Customer Service Agreement from Discount Hail Repair, you are entering into an agreement with us and you will be bound by the Terms of Service. All price quotes are guaranteed solely towards the Customer and are based on deductible amount, vehicle information, and type of repairs agreed upon. Repair approval will depend on the adjuster's assessment and is not guaranteed. DHR is authorized to repair the customer's vehicle once approved by the customer's insurance. DHR is not responsible for the loss or damage to this vehicle and/or articles left in the vehicle, due to fire, theft, or any causes beyond its control. While in process of repair, the customer grants permission to the company's representatives to operate the vehicle for purpose of testing, repairing, detailing, inspection and/or shuttling to/from our repair facility. If closer analysis reveals additional repairs are necessary, either the customer or insurance company will be contacted for authorization of any repair charges. If new parts listing in the insurance estimate are not available or repairable, DHR will repair such parts when possible. In the case the customer opts out of replacing parts included in the initial insurance estimate with DHR, DHR will forfeit responsibility for these parts over to the customer, and may provide a reimbursement in the form of cash or check. Old parts will be thrown away unless otherwise instructed. The customer grants DHR permission to manufacture access to dents that may not be accessible due to their location on the vehicle. DHR is not responsible for prior damage to the vehicle including but not limited to: Prior Damage listed on the Prior Damage Assessment or damage found in photographs taken upon check-in or by the insurance company, unless agreed upon by ownership.

Prior Damage Assessment (PDA)

Discount Hail Repair is not responsible for any prior damage to the vehicle, unless discussed with and approved by ownership. All prior Damage is documented on the Customer Agreement form and/or upon check in with PDA Check In photos & video. In the event a customer believes additional damages outside of the original scope of repairs was done during DHR's repair process, review of all PDA documentation will be reviewed and all damages will be handled accordingly.

Minor Dents, Door Dings, Minor Collision, & Auto Hail Cash Negotiations

Discount Hail Repair will repair all minor dents, door dings, minor collision, and Auto-Hail Cash Negotiation dents that are observed by the technician as repairable through Paintless Dent Repair and where the pricing quote has been approved by the customer. All pricing is based off of the Paul Kordon or MTRX Standard Hail Matrix, and any discounts are provided at the Discretion of Discount Hail Repair's ownership. Pricing may vary per dent based off of size, depth, sharpness, location, accessibility, vehicle year/make/model, and whether or not any additional paintwork/bodywork is required. Pricing does not include any parts, paint or body work necessary for complete repair. In the event the customer needs or desires parts, paint, or body work pricing, Discount Hail Repair will obtain an official quote from one of its contracted affiliates for the aforementioned services outside of paintless dent repair. Discount Hail Repair reserves the right to refuse repair to any dents that are not repairable through Paintless Dent Repair. Due to varying weather and vehicle conditions, Discount Hail Repair does not guarantee that paint will not be damaged during the repair process. In the event paint becomes damaged the customer will be responsible for any additional charges on paint repair. In the event that the customer does not wish to repair paint damage, they may decline to do so. Minor Dents, Door Dings, Minor Collision, & Auto-Hail Cash Negotiation requests are not eligible for Deductible Assistance, Shuttle Assistance, Car Rental Assistance unless a claim is filed through the customer's insurance and meets the eligibility requirements for each service. Minor Dents, Door Dings, and Minor Collision requests are not eligible for any Auto-Hail Repair specials or promotions. Any specials or promotions offered to Minor Dents/Door Dings/Minor Collision customers must be redeemed in person at our location. Discount Hail Repair reserves the right to decline any expired offers.

Satisfaction Guarantee

Discount Hail Repair is committed to providing a high quality repair. If the customer is not 100% satisfied with the repairs done to the vehicle, DHR will re-access the work and make any additional repairs necessary. In the event DHR's paintless dent repair results are found to be defective, the defective repairs will be reviewed and repaired under the terms and conditions of Discount Hail Repair's Limited Lifetime Warranty. Satisfaction Guarantee does not cover prior damage to the vehicle, including, but not limited to: dents/door dings outside of the scope of repair, panels not repaired by DHR, rust/surface rust/rust through/damage caused by rusting of exterior panels, faulty care/maintenance, parts/materials/equipment featuring manufacturer's warranty, stripes/decals, or subsequent hail storms. Discount Hail Repair's Paintless Dent Repair process guarantee's against shine/gloss deterioration, blistering, peeling, wrinkling, and defects in primer adhesion.

Limited Lifetime Warranty

Discount Hail Repair (DHR) guarantees all work with a limited lifetime warranty. In the event DHR's paintless dent repair results are found to be defective under the warranty, DHR will repair any defective dents and correct any paint flaws proved to be defective as a result of DHR's PDR process, at DHR's place of business, with DHR providing the labor/materials free of charge, during the warranty period. All repairs including a limited lifetime warranty are subject to exception and limitations pursuant to the written conditions agreed upon by the customer and DHR or a DHR representative prior to the commencement of work. Warranties only cover panels repaired by Discount Hail Repair. All DHR warranties exclude: A. Prior damage done to the interior/exterior of the vehicle outside of the DHR's Scope of repair. B: Panels not repaired by DHR. C. Rust, surface rust, rust through, and/or damage caused by rusting of or exterior panels. D: Damage arising from unreasonable vehicle use. E. Faulty care and maintenance. F. Parts, materials, and equipment featuring manufacturers' warranties. G. Stripes and decals either OEM or aftermarket. The lifetime warranty on all repairs is valid for as long as the customer owns the vehicle. In the event the customer sells, leases, or trades in the vehicle, the warranty will expire and be considered null and void from the date of sell/lease departure. The warranty is not transferable. In the event the vehicle is subjected to subsequent hail storms, or if DHR is able to determine and verify the damage differs from the damage on the original repair, the current warranty shall become void and a new repair must be processed to instate a new warranty on the vehicle. DHR's Limited Lifetime Warranty shall not be varied, supplemented qualified or interpreted by

any prior course of dealings, and shall be null and void if the repair is altered, adjusted, or tampered with by any person not authorized by Discount Hail Repair.

Billing and Payment

Discount Hail Repair will only accept payment in the form of insurance check, personal check, or cash. DHR will collect payment via the customer's Auto Insurance Policy associated with the corresponding claim & policy number documented on the Customer Agreement. If the insurance company pays either a portion of or the total amount due, the insurance check/draft must be obtained by the customer or sent in advance by the insurance company for the consideration of repairs made to the vehicle. The customer authorizes any and all supplements payable directly to Discount Hail Repair. Customer authorizes DHR to act as power of attorney to sign and endorse any check and/or drafts made payable to the customer in any release thereto, as settlement for any claim for damage to this vehicle. The customer may be responsible to make arrangements with any lien holder or other payees to endorse the insurance check/draft prior to the release of the vehicle. Payment is due upon completion of repairs, before the vehicle is to be released. Upon release, DHR will provide a copy of the repair invoice, documented as paid for the customer's records. In the event a customer in unable to utilize their Auto Insurance for repair, a cash price may be negotiated with ownership. Cash priced customers will not be eligible for Car Rental Assistance and will be disqualified from current specials/promotions. If the vehicle is removed from the shop before repairs are complete, the customer is responsible for payment of all work completed including any applicable handling fees or service charges. To secure payment in the amount of repairs, an expressed mechanics lien on the vehicle is acknowledged and the customer will be responsible for paying any attorney's fees and court costs in the event that legal action becomes necessary to enforce these terms. DHR may also repossess the vehicle if payment is not secured. If you have any questions, concerns, billing inquiries, please contact us.

Additional Fees

Discount Hail Repair reserves the right to charge additional fees to services outside of Auto-Hail Repair, unless agreed upon by ownership, and documented on the "Prior Damage Assessment/Notes Section." All quotes on additional repairs will be discussed and agreed upon by the customer and DHR. Quotes on additional services are guaranteed solely toward the customer and vehicle(s) mentioned on the Customer Agreement. Upon completion of repair for all services, the customer has 3 days to obtain their vehicle, and return any loaner vehicle(s) provided to them, unless otherwise arranged with DHR. Failure to obtain the vehicle and return any loaner/rental within this 3 day time period, or make arrangements with DHR will result in a \$50/day storage fee as well as a \$40/day rental fee. All storage and rental/loaner fees will be due in addition to the total amount due upon completion of repairs, at pick up, in order for the vehicle to be released.

Cancellations

Discount Hail Repair does not charge a cancellation fee for cancelled appointments. Cancellation fees will only apply once DHR has written and/or submitted their internal estimate/supplement for repair to the insurance company, dismantled all necessary parts, and/or begun repair of the vehicle(s). Fees may include: \$200 Estimate Fee, \$50 mark/photo/clean vehicle Fee, total cost of R&I, total cost of car rental(s) covered by DHR, total retail cost of any repairs already made to the vehicle prior to cancellation notification. Customer may also be subject to a \$50/day storage fee beginning at the time of vehicle drop off and continuing until the vehicle has been picked up from the facility with all fees paid in full. Cancellation charges are made per car. All cancellation charges are due upon obtainment of the vehicle. Failure to complete payment will result in the vehicle being held until payment is secured and additional aforementioned daily storage fees will apply. By moving forward with cancellation, the Customer acknowledges that they understand any discounts applied to the estimate will be null and void, and future discounts, if any, will be applied at the time the customer resumes repair of their vehicle(s). In the event the customer resumes repair of the vehicle(s) at a later date, the cancellation fee may be put towards the total cost of repair in it's entirety. Customers who opt for partial repairs forfeit any cancellation credit(s) to the vehicle(s).

Anti-discrimination

Discount Hail Repair will not deny service or require a prepayment or deposit for service based on your race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, familial status, location in an economically distressed geographic area, or qualification for low income.

Privacy Statement

Flash Finish Dent Repair and Discount Hail Repair are committed to protecting your privacy. Authorized employees within the company on a need to know basis only use any information collected from individual customers. FFDR consistently reviews it's systems and data to ensure the best possible service to our customers. Any information concerning the customer and their respective Client Records will not be passed to third parties, unless legally required to do so to the appropriate authorities. Clients have the right to request sight of, and copies of any their personal Client Records DHR keeps. Clients are requested to retain copies of any literature issued in relation to the provision of our services. Where appropriate, DHR shall issue Clients with appropriate written information, handouts, or copies of records as part of this TOS.

CONTACT INFORMATION

Discount Hail Repair
(844) 766-4245
contact@discountautohailrepair.com
www.discountautohailrepair.com

Discount Hail Repair is BY APPOINTMENT ONLY.

Our appointment hours are:
Monday – Friday from 8:00AM – 6:00PM
Saturdays from 9:00AM – 2:00PM
CLOSED SUNDAYS

Discount Hail Repair's **Telephone Customer Service Hours** are:

Monday - Friday from 8:00AM - 6:00PM
Saturdays from 10:00AM - 2:00PM
CLOSED SUNDAY