

# *AUTO BODY ACCIDENT REPAIRS*

## **Trap**

On the way home from work, Richard was involved in an auto accident. Fortunately, the only “injury” was to the front end of his car. After driver and insurance information was exchanged, the police officer asked Richard where he wanted his car towed. The only auto body shop Richard knew was downtown near the courthouse. Feeling the pressure to make a decision, Richard gave the name of the shop to the tow truck driver who promptly towed his car away. But did he really know where it was going?

## **Tips**

The following are points to consider when selecting an auto body shop:

- Before an accident, get organized. Keep your vehicle registration and insurance card (with the needed “800” phone number) in your glove compartment.
- Talk to the shop who services your car. If they don’t have a body shop, ask who they would recommend. Keep the information with your insurance card.
- Contact the State Department of Agriculture and Consumer Services (800-435-7352) to verify the body shop has a Motor Vehicle Repair License, and contact the shop to ask if they are familiar with your type of vehicle as some cars require specialized tools and training to repair properly.
- When practical, visit the shop to see if it has a well-organized service floor with modern equipment. Do the mechanics have updated certifications?
- “Word of mouth” is still a very good source of information. Ask friends and neighbors who they have used with successful results.
- Check with your insurance company agent for a list of body shops that provide extra services and warranties through an agreement with the insurance company.

**For more information, call Palm Beach County Consumer Affairs at 561-712-6600 (Boca/Delray residents call 1-888-852-7362 toll free)**