

KC Autos Winsford

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Industrial Estate
Winsford
Cheshire CW7 3PD

tel. 01606 861648
fax. 01606 862781
Email. info@kcauto.co.uk

KC Autos Northwich

MBC House
Denton Drive
Northwich
Cheshire CW9 7LU

tel. 01606 331438
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Email. northwich@kcauto.co.uk

KC Autos Manchester

Trenchers Close
Chanters Industrial Estate
Atherton
Greater Manchester
M46 9BP

tel. 01942 888866
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Email. manchester@kcauto.co.uk

KC Autos Stockport

Waterside Meadow
Industrial Estate
Water Street
Stockport
Cheshire SK1 2BU

tel. 01614 802183
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Email. stockport@kcauto.co.uk

Opening Hours

8.00 am to 6.00 pm Monday to Friday
8.30 am to 12.30 pm Saturdays

Confirmation of Repair Date:

Excess

Preliminary paperwork from your insurers states your policy carries an Excess of:

VAT REG YES NO

We accept Debit card, Credit card and Cheques with a guarantee card.

Repair Guarantee

As part of our Customer Services Standard we would like to confirm that the repairs to your vehicle are covered under our LIFETIME GUARANTEE.

All repairs are carried out in line with manufacturers or Insurance Company requirements using environmentally approved products.

Your vehicle undergoes quality control checks throughout the repair process and every effort is taken to ensure your vehicle is returned to you in its pre accident condition.

If there is any aspect of the repair you are unhappy with or require any clarification with regards to the repairs undertaken, please call our customer services:

Winsford: 01606 861648
Manchester: 01942 888866
Northwich: 01606 331438
Stockport: 01614 802183

Important Information

- On collection of your vehicle please advise our driver of any locking wheel nuts fitted to your vehicle and your radio code as the battery may be disconnected during repairs.
- These are important items and failure to provide these items may cause unnecessary delays in the repair process.
- Please remove all your personal belongings from your vehicle e.g. sunglasses and compact discs.
- It will also assist us if your vehicle is in a clean condition when we collect it or carry out an estimate so we can identify all the areas of damage correctly.

KC Autos branches:

Winsford: 01606 861648
Manchester: 01942 888866
Northwich: 01606 331438
Stockport: 01614 802183



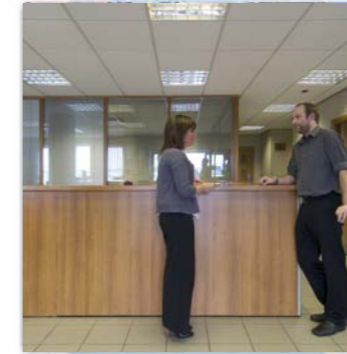
Replacement Vehicles

Where applicable your policy will entitle you to a Class A replacement vehicle. If you are not entitled to a replacement vehicle or require a larger vehicle a hire vehicle can be arranged.

The replacement vehicle is provided under the terms and conditions of your own insurance policy and should you be involved in an accident you will be liable for any excess applicable under your policy. You will also be liable for any fines for driving/parking offences whilst the vehicle is in your possession.

Please do not smoke in replacement vehicles as we operate a strict no smoking policy.

Please return vehicles in a clean and tidy condition or a £25 valeting fee may be charged.



Accident Repair Information Leaflet



If you are unlucky enough to be involved in an accident you need to have your vehicle repaired promptly, efficiently and to the highest standards.

Old-fashioned values, outstanding customer service and the use of the latest body repair equipment have enabled KC Autos to provide quality repairs and service since 1981.

We are approved for many major insurance companies and provide services to both Cheshire Fire and Police Authorities.



Additional Services

Body Repairs

Whilst your vehicle is in for repair we can carry out any additional repairs you may require at competitive rates. Our estimators will contact you regarding the repair method for your accident damage and will be pleased to offer you a quote for any other damage.

Smart Repairs

We can undertake smart repairs to paint scuffs, alloy wheels, plastics, interior trims and dashboards. We also carry out paintless dent removal for minor dent damage.



Tyres

We can supply tyres at competitive prices and our estimators will check your tyres when we examine your vehicle to compile an estimate. You may wish to take advantage of having new tyres fitted, whilst your vehicle is on site and save time and inconvenience.



Computerised 4-wheel alignment is also available if required to make sure your vehicle's steering and suspension geometry is correct.

Air Conditioning

If your air conditioning needs attention we have the necessary equipment to service and repair your system.

What Happens Next/Stages of Repair

1. The damage to your vehicle will be assessed by one of our estimators. An estimate will be compiled and along with images of the damage it will be electronically communicated to your insurance company.
2. If the repairs to your vehicle are viable we will obtain authority from your insurance company if required, order parts and start repairs.
3. If your vehicle is beyond economical repair your insurance company will make contact with you and agree a settlement.
4. We will initially give you an estimated completion date of repairs however we will contact you if this date needs to be revised. Your vehicle will then pass through the repair processes.
5. Upon Completion of repairs the vehicle will then proceed through to a final quality control check. It will then be washed, leathered and the interior vacuumed.
6. Once all steps are completed your vehicle will be delivered back to you or will be made available for collection if you wish. Before we deliver your vehicle back we will speak to you with regards to the payment methods for any excess, VAT or contributions, which you are liable for. We accept Debit card, Credit card, and Cheques with a guarantee card.

1. What can cause delays to the estimated completion date?

- Manufacturers parts may not be available straight away and may need to be specially ordered.
- Your insurance company may wish to send an Engineer to carry out a physical inspection.
- There may be a delay in receiving authority to proceed with the repair.
- Additional parts or repairs may be identified during the repair process and require further authorisation.

2. Will you drive my car?

- We will only drive your car around our site or on the road for a road test if the repair process requires this. We will not drive your vehicle for any other reason without your prior consent.

3. Do you guarantee work undertaken to my vehicle?

- Most insurance companies specify that there is a minimum of 3 years warranty on labour and parts as per manufacturers terms and conditions. KC Autos however offer a LIFETIME GUARANTEE (see Guarantee Section).

4. What will I have to pay before my vehicle is returned o me?

- Any insurance Excess applicable under the terms of your policy. An Excess is the amount you have agreed to pay towards the cost of any daim you make.
- VAT if you are VAT registered.
- Any payment due for additional work you have requested.
- Any courtesy car upgrade charges you have agreed to pay, and any contributions.

Frequently Asked Questions

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