

## **Collision Estimate and Repair Guidelines**

In order to provide Oakland Harley-Davidson's customers the best service experience possible, we have prepared this brief overview of what a customer might expect while their motorcycle is in for a collision estimate and or a collision repair. Please read the information carefully, and feel free to ask your service advisor any questions you might have.

### **Collision Estimate**

- All collision estimates are charged a flat rate of \$368.00
- The estimate will be performed by a qualified, factory trained technician.
- Oakland Harley-Davidson stores all motorcycles inside an alarmed warehouse during off hours.
- The customer is responsible for payment for the estimate and or other incurred charges before the motorcycle can be released. The estimate fee (\$295) will be submitted to insurance company. We cannot guarantee that this fee will be covered.

### **Authorization and Payment for Repairs**

Once your service advisor has finalized the estimate for repairs he will email or supply you a copy of the estimate to review. Once you have reviewed the estimate and authorized, Oakland Harley-Davidson will submit the estimate to the insurance company for review.

When the estimate has been approved, the insurance company will issue a check for repairs, minus the deductible. In most cases, the insurance company issues a two-party check (Pay to the order of Oakland Harley Davidson and customer).

Parts will not be ordered and work will not begin until a deposit for parts has been made. The customer is responsible for the deductible and any outstanding balance prior to picking up the motorcycle.

### **Changes to the Estimate**

If you are considering altering the repair order, please notify your service advisor. This can be an excellent time to add accessories and change the look of the motorcycle. Following are guidelines if items are to be removed from the estimate.

#### **-Two-Party Checks**

- All repairs must be completed per the insurance estimate
- Only upgrades to repairs are accepted with a two-party check. (Example: Upgrade from stock levers to Chrome or Black)
- Two-party checks protect the lein holder's interest in the motorcycle.
- Check will be used as a non-refundable down payment towards the repair total.

#### **-Payment Made Direct to Customer**

If a customer receives payment directly from the insurance company, they are able to modify the repairs. If they chose not to have repairs done at Oakland Harley-Davidson they are responsible for the estimate fee and storage charges from the time the bike arrived in shop.

## Parts Availability and Ordering

Most insurance companies approve claims quickly, but sometimes it takes up to ten days to issue a check. If you would like to expedite parts ordering inform your service advisor and he will discuss options with a manager.

### Parts ordering

- Parts must be paid in full to order parts or start repairs.
- Painted Parts are non-refundable
- Oakland Harley-Davidson uses new, OEM parts for repairs (where applicable)
- Aftermarket or salvage parts are not substituted for new, original equipment

### Frame Repairs

There are companies that will perform frame repairs, however we value our customer's safety and recommend replacing the frame if it is damaged. If a frame is repaired, the integrity of the frame could be compromised, causing stress cracks and or vehicle instability after the repairs are completed. We will not repair frames. Once again, performing safe repairs with factory trained technicians is our priority.

### Storage Fees

Oakland Harley-Davidson will store the motorcycle free of charge until the collision estimate has been completed. If Oakland Harley-Davidson receives authorization from the customer to perform the repairs, no storage fees will be charged. If authorization has not been obtained, a storage fee of \$20.00 per day will be applied retroactive to the date the motorcycle was brought in.

### Timeline for Repairs

The timeline for repairs is based off part availability and painted parts timeline. Painted parts could take 4-8 weeks to get from Harley-Davidson once they are ordered. If painted parts are being repaired it could take 4-8 weeks once the painter picks up the parts. Once the estimate is completed your service advisor can give you a more accurate timeline of when to expect the repairs to be completed.

### Total Loss

If a motorcycle is determined to be a total loss typically the insurance company will cover the estimate fee and storage charges. Storage charges start the day the bike was dropped off at the shop. If you chose to purchase the motorcycle back from the insurance company, you will be responsible for any charges they may not cover.

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Customer Signature

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Date

I understand acknowledge receipt of the guidelines mentioned above.

