

# Terms of Engagement



## Retail Work

The scope of repairs to the vehicle is included in the Estimate which you have received. Retail work is defined as the type of repair carried out for the general public which is not subject to an insurance claim. Where the scope of repairs has been completed as detailed in the estimate you received, the full amount is to be discharged on the collection/delivery of the vehicle.

### Note:

Where payment is expected from a third party, payment will be taken upfront in advance of any repair. Where payment has not been taken upfront, **O'Brien Collision Repair Centre** reserves the right to discharge the cost directly to you.

## Insurance Work

The scope of repairs to the vehicle is included as an agreed estimate between **O'Brien Collision Repair Centre** and your insurer; your insurer may have altered the scope of repairs from the initial assessment. We will have made you aware of any changes in preparation for this document. Insurance work is defined as the type of repair carried out as a result of a first-party or third-party claim to an insurer as part of an accident. The Customer is responsible for ensuring that all Liability issues have been settled before the commencement of works. The scope of work covered under insurance repair has been determined by your insurance company after assessment, where the scope does not meet the customers intended scope of works it is then the obligation of the customer to discuss this with the insurer. We cannot Bill or preform additional work without authorisation from the insurance company.

### Note:

Where there are material changes to Liability with respect to insurance claims and the repair cost is no longer covered by an insurer, The liability will fall on the customer to discharge in full.

## Insurance Excess

Insurance Excess must be paid directly to **O'Brien Collision Repair Centre** as per your policy documentation.

## Delays, Requests for Return

We aim to minimise any delays during the repair of your vehicle, however sometimes delays may occur which are outside of our control; Delays often occur due to delivery delays in manufacturer or OE equipment suppliers or due to delays at contractors.

As standard policy we do not return vehicles prior to their completion, vehicles may only be returned if outstanding components are not material to the road safety of the vehicle. In these cases were a vehicle is returned, the customer commits to returning the vehicle for completion of works in a reasonable timeframe when requested.

## Estimates

Estimates are provided on the basis of **E&OE (Errors and Omissions Expected)**; this may result in increased cost of repair and may occur due to the additional stripping of the vehicle where the disassembly highlighted other defective components. Additional charges will be detailed to the customer in a supplementary estimate that you must authorise Verbally through our Phone System or in Writing via Email.

## Disputes, Issues and Rework

**O'Brien Collision Repair Centre** encourages customers to highlight any concerns they have with the quality of repairs at the time of collection, escalations in writing can be sent to the **Operations Manager: michael@obcrc.ie** or **Michael O'Brien, O'Brien Collision Repair Centre, Newcastle Road, Kilcoole, Co. Wicklow, A63KX24.**

Where disputes cannot be resolved, **O'Brien Collision Repair Centre** will engage a reputable 3rd Party Assessment company to review the repair and produce an opinion report. On Production of such report, the liable party will be responsible for the cost of the 3rd party where **O'Brien Collision Repair Centre** are not found Liable.

## Payment Methods

We accept modern forms of Payment Methods such as:

**Visa Debit, Visa Credit, MasterCard, Electronic Fund Transfer (EFT), Revolut Card, Google Pay, Apple Pay and Samsung Pay.**

**We no longer accept Cheques**