

Blair Wright Group - Customer Instructions

4 Hopper Street, Mount Cook Tel:04 8019586

What you need to do to keep us all safe: -

Remote Assessments may be available

What We Will do To keep us all Safe

IF YOU ARE UNWELL CALL US TO REARRANGE YOUR BOOKING

FOR ASSESSMENT - Assessment Area Drive-Thru Process

Please keep 2 metres from Staff and other Customers at all times

1. When Booking an assessment call us on the number at the top of the page. Make sure you have all the information available including name, address, contact information, email address, vehicle rego **and Insurance claim number**. You will get a claim number from your insurance company.
2. Please confirm prior to repairs if you have an excess. **If you do not believe your excess applies, you must have your insurance company confirm the nil excess to us prior to dropping your vehicle for repairs or this may result in a delay to your repairs.**
3. On the day of assessment, park in the **first two** parking spaces using the map provided in front of the **Black Fence Next To The Main Driveway** nearest to the kerb. **REMAIN IN YOUR VEHICLE - DO NOT ENTER THE YARD OR BUILDING**. Please call us on the number at the top of the page to notify us that you are here, and our estimator will come to you.
4. Please remain in your vehicle for the assessment. You may be required to step out for a short while for us to take the images required inside of the vehicle. Explain the damage to the estimator but keep to the social distancing rules.
5. Once the initial assessment is complete, we will begin our processing and contact you to book repair dates when we have authorisation from your insurance company to proceed with repairs.
6. We are instructed to collect any insurance excess on behalf of your insurance company. If you have any query regarding an insurance excess you need to contact your insurer.
7. To secure your booking an invoice will be sent to you payable immediately. **We cannot confirm your booking, order parts, or start any repairs unless payment of your excess and/or any private work is received in full. Failure to make payment may delay your repairs.**

FOR REPAIR - Drop Off/Pick Up Process

Please keep 2 metres from Staff and other Customers at all times

1. **We cannot start any repairs unless payment of your excess and/or any private work is received in full prior to your dropping off your vehicle. Failure to make prior payment may delay your repairs.**
2. On the agreed date drop your vehicle into one of the available parking spaces **in the carpark across from** the entrance of our Repair Centre. **Where available please park in the spaces on the L/H side which marked with the yellow hatch lines first.**
3. Leave your vehicle locked securely and if possible, attach a key tag or put the keys in an envelope marked with your name and rego, drop the keys into the drop box located on the **R/H side** by our main gate.
4. If you have any questions or concerns about your repair please **DO NOT ENTER THE YARD OR BUILDING**, call us on the number at the top of the page with your reference number and our estimator will discuss the repair with you.
5. When your vehicle is ready to collect our Admin Team will call you to confirm key collection process.

ask our team

FOR ASSESSMENT - Assessment Area Drive-Thru Process

Staff must wear gloves & mask at all times

Staff must maintain social distancing from Customers at all times

1. All customer information to be gathered on the phone by Admin Team prior to assessment.
2. Full instructions will be given to customer regarding vehicle assessment/drop off/pick up.
3. **Customer to remain in vehicle at all times** and indicate the damaged areas to assessment team.
4. Mask & Gloves will be worn by staff throughout the assessment.
5. No Contact to be made with any other workshop staff.
6. Estimator to sanitise hands before and after each assessment and prior to re-entering any of our buildings.

FOR REPAIR - Drop Off/Pick Up Sanitisation Process

Staff must wear gloves & mask at all times when handing over vehicles

Staff must maintain social distancing from Customers at all times

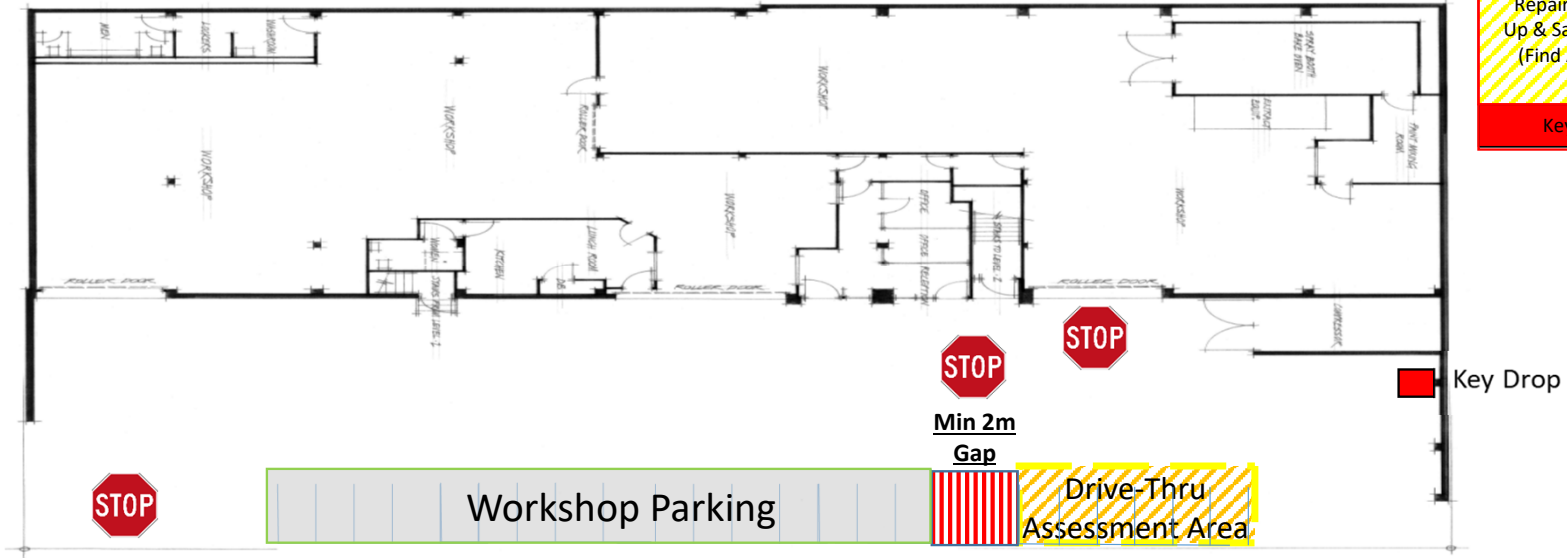
Vehicles will be Sanitised before they enter our buildings and before they leave

1. All customer information to be gathered on the phone by Admin Team prior to assessment.
2. Full instructions will be given to customer regarding vehicle drop off/pick up.
3. Vehicle to be sanitised on all touch points **before repairs are started and after repairs are completed** including :-
 - Keys
 - Outer Door Handles
 - Steering Wheel
 - Gear Lever / Handbrake
 - Inner Door Handles
 - Insert seat cover
 - Wash exterior in the vehicle to wash area
4. Admin Team will contact you on completion of repairs with pick up instructions.

Blair Wright Group – Hopper St Floor Plan

Legend

- Drive-Thru Assessment Area
- Repair Drop Off/Pick Up & Sanitisation Area (Find Any Available space)
- Key Drop Box



Hopper St

Hopper Home

Vehicle Repair Drop Off/Pick Up & Sanitisation Area (Find Any Available space)

