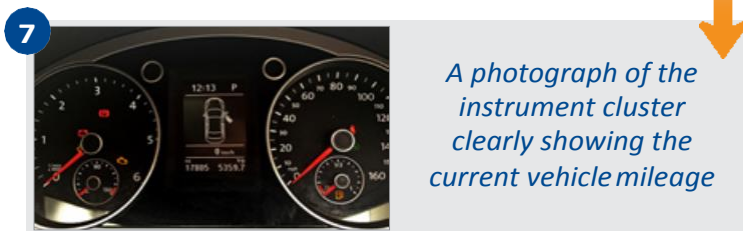
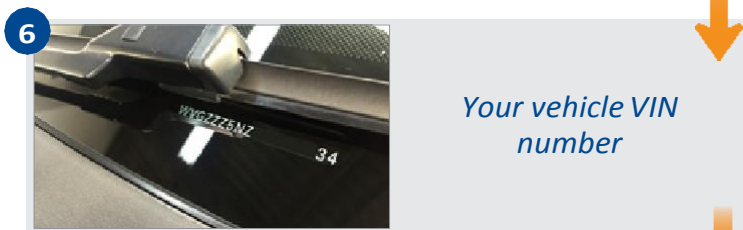
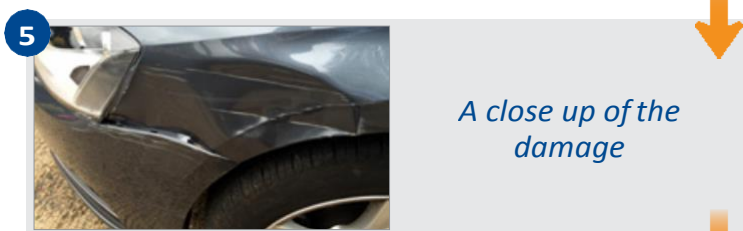
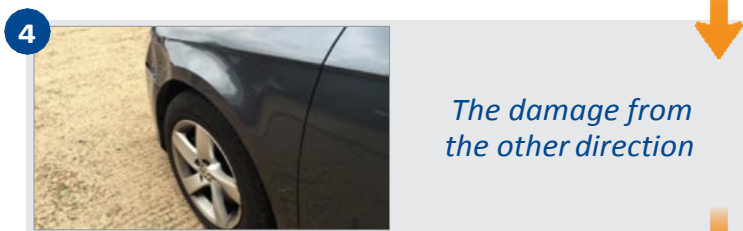
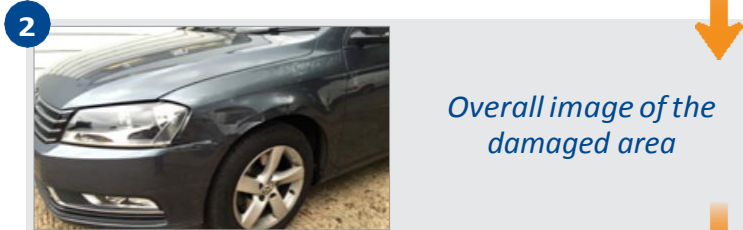
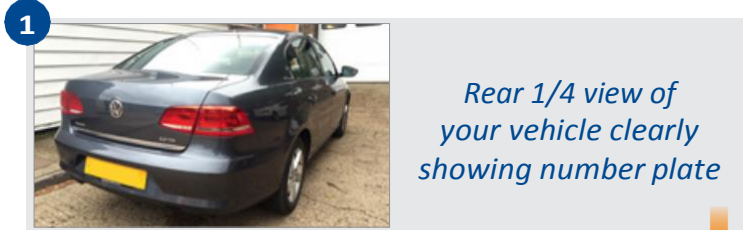




DJ MACKENZIES LTD QUICK PHOTO GUIDE



Print this handy guide and take with you to your vehicle if needed. Once you have got a selection of photographs of the damage you can send them to us

FAQ

Q. What type of camera should I use?

A. Pretty much any digital camera or smartphone should be fine. If you are using a digital camera, just make sure you can download the images to your P.C, then click the "browse" box to search your computer for the required image.

If you are using a smartphone or tablet then clicking browse should take you into your photo library enabling you to select the photo you need. We recommend taking pictures at a medium resolution to ensure ease and speed of uploads. As camera/phone models, features and functions vary, you may need to consult your operating manual.

Q. Should I use the Flash?

A. We rely on the images you send been of a good enough quality for us to work with. We have found that the flash may cause quite harsh and bright reflections so ask that you do not use it if possible. Please be aware that direct, bright sunlight can also have a similar effect. The ideal shots are usually those taken outside, on a dry day using natural light.

Q. What About Other Faults?

A. You may have some further faults that you need to report to us that cannot be identified from a photograph. For example the car may pull to one side since your accident or you may have an electrical problem. Please use the Notes box to fill out all relevant information for us.

Q. What is a VIN number and where do I find it?

A. The VIN (Vehicle Identification Number) or Chassis Number is important to us so we can correctly identify all trim and model options on your vehicle. It is usually found at the bottom of the windscreen, on the passenger side. On some vehicles it may be found inside the door shut or on a plate under the bonnet.

Having trouble? Contact us for help:
reception@djmackenzie.com
01394 386625