

Guide for Repairing Your Hail Damaged Car

Dent Tech has created this guide to help with the many questions you may have about repairing your vehicle. We know that any kind of damage to your vehicle is a “hassle” and we take that “hassle” out of your hands! Below is a guide that will help any questions you may have. Should you have any other questions, please call and one of our expert staff and we can help you through the process of your repairs. There is also a link below for you to download and print this information

1. Assess the damage to your vehicle

- If the damage to your vehicle is minimal, call us to set up a visual inspection to determine the amount of hail damage you have on your vehicle.
- If hail damage is obvious on your hood, roof, and trunk, it is time to file a claim.
- ***If hail damage is severe (holes in windshield and back glass or shattered glass) do not drive your vehicle for safety reasons! Your insurance company will pay to have your vehicle towed to our repair facility.***

2. Filing your claim

- On your insurance card there is a claim hotline number. Call this number to set up your claim. I don't advise calling your agent because agents generally don't have a great knowledge of the claim process and can make things a lot more work than what is necessary in filing your claim. *“The days of getting three estimates and taking them to your agent are over. Most insurance companies want to visually inspect all hail damage claims”*
- When you call your insurance company, they will try to send you to one of their direct repair shops. ***YOU ARE NOT REQUIRED TO HAVE YOUR VEHICLE TO REPAIRED AT AN INSURANCE CO. DIRECT REPAIR SHOP! TEXAS STATE LAW SAYS THAT YOU HAVE THE OPTION TO HAVE YOUR CAR REPAIRED AT THE REPAIR SHOP OF YOUR CHOICE!***
- Most insurance companies have CAT Teams (catastrophe teams) that they send in to help with the increased claim volume. Your claim representative will usually assign your claim to one of the CAT Adjusters and they will come to your location and inspect your vehicle.

- Once you have the insurance estimate for the damage to your vehicle, you are ready to schedule your repairs.
- While on the phone with your claims adjuster, ask if you have rental coverage on your policy. If you have rental coverage, ask them to set up a rental reservation and write down the reservation number. Ask them to email you this information as well. This will make dropping off your vehicle faster and less of a hassle.

3. Dropping off your vehicle for repairs

- Call the rental car company two days prior to dropping off your vehicle to verify they have everything set up and a car waiting for you. ***“This is very important when there is a large storm because rental car companies can run low on cars.”***
- When you are dropping your vehicle off for repairs, all we need from you is your insurance estimate. The insurance estimate will let us know what the insurance company has allotted for and we can assess the vehicle to see if a supplement is warranted.
- If your insurance company missed or underestimated any damage, we will file a supplement for the differences. ***Most insurance estimates will need to be supplemented for missed damage. Your adjuster is normally looking at your vehicle outside and it is easy to overlook damage. Don’t worry about missed damage we will handle all of that for you!***

4. Repair Time

“The time it takes to repair your vehicle can vary due to many circumstances”

- **Supplements:** When you drop off your vehicle for repairs and we assess that a supplement is needed, we file the supplement the same day in order to reduce the time for the supplement inspection. ***Repairs are not performed on your vehicle while waiting on the supplement inspection! Most supplements are for missed dents and exterior moldings. If we start repairs on your car before the supplement is authorized, your insurance company can deny the supplement!***
- **Damage:** The amount of hail damage on your vehicle will determine the repair time. Not every vehicle will have the same repair time.
- **Replacement Parts:** In some circumstances replacement of parts is more cost effective than repairing them. We work with three different auto body shops and will send your car to the shop that can quickly repair your vehicle in a quality manner.

5. Workmanship Guarantee

- Dent Tech has a lifetime warranty on all repairs.

6. Dent Tech vs Auto Body Shop

- Paintless Dent Repair is a faster repair.
- Deductible savings!
- Expert Staff - All of our Techs are experts in Paintless Dent Repair
- Paintless dent repair retains your vehicle's factory paint, there for there is no diminished value to your vehicle.
- We do not have monthly wait lists or longer.
- Bodyshops subcontract PDR Techs. We work with the same techs year-round.

Dent Tech is a locally owned company and has been in the same location for over 20 years. We strive on customer service and quality workmanship.

Call us anytime: 972-758-1320

Or email us: DentRepair@hotmail.com