

COMPLETION PROCESS - AUTHORITY TO STORE, QUOTE, REPAIR & PAY

Step	Repair Action	Customer Action	AANDI Comments / Suggestions
1	Complete yellow highlighted areas of the Agreement document		Storage Fees <ul style="list-style-type: none"> Storage fees will vary depending on the location of each panel shop and should be subject to rent costs. <ul style="list-style-type: none"> Eg. the higher the panel shop rent, the more that should be charged for storage. Alternatively, storage fees can be charged at a minimum of: - <ul style="list-style-type: none"> Under cover storage - \$25.70 per day. Yard storage - \$17.40 per day
2.	The customer should be handed the document for review		Although stated at the top of the document, we suggest repeating to the customer that the agreement is intended to be legally binding and allowing as much time as possible for them to review and consider.
3.		Customer to complete: - <ul style="list-style-type: none"> initial details – name, address, registration and vehicle make and model. authorisation section 	
4.		Customer to date and sign document. Witness to sign and print name	
5.	Repairer to sign document and print name		

	Witness to sign and print name		
6.	Repairer to double check signed Agreement and ensure that all areas have been completed.		The original document should be retained by the repairer.
7.	A copy of the document should be emailed to the customer as soon as possible following signature		<p>This step is particularly important as it demonstrates that the customer has received the document.</p> <p>In addition, it will also prevent any arguments arising that the customer - did not know about / cannot recall signing / did not sign – the document.</p>