

Our Qualifications

As a member of the NAPA AutoCare Collision Center program, we meet the following criteria (which may be above and beyond your Direct Repair Program requirements).

Our business...

Personnel

- Employs qualified technicians who are I-CAR trained/ ASE-certified in refinish and body repair responsibilities
- Employs service staff who are qualified, courteous and efficient

Training

- Maintains a formal, ongoing training system for keeping technicians up to date within the scope of our repairs
- Is committed to ongoing training in all areas of repair

Facilities and Equipment

- Uses a premium refinishing system
- Is equipped to safely raise vehicles for inspection and repair
- Utilizes (or has access to when required) the following:
 - A four-point clamping system
 - Three-dimensional measuring equipment
 - Electrical and hydraulic pulling equipment
 - Current dimensional guides
 - Appropriate welding equipment
 - Proper vehicle measuring and alignment equipment
 - A computerized estimating system
- Maintains a refinishing area that complies with safety, environmental and legal regulations
- Provides clean, safe and comfortable customer facilities
- Ensures the external and internal appearance of our facility is clean, uncluttered and professionally organized

Repair and Refinish Work

- Replaces all safety devices and restore vehicle corrosion protection to manufacturers' recommendations
- Is able to replace or restore a vehicle's structural components, engine, drive train and suspension to their pre-accident condition with regard to location, integrity, durability and safety

Parts and Supplies

- Uses NAPA replacement mechanical parts, shop supplies and refinishing supplies

Coverage and Compliance

- Carries Garage Keeper's Legal Liability Insurance
- Complies with all federal, state and local regulations pertaining to collision repair facilities

Warranties

- Provides up to a limited lifetime warranty on all repairs
- Honors the NAPA national warranties on all qualifying services and repairs
- Honors NAPA manufacturers' warranties

Professionalism and Integrity

- Adheres to the NAPA AutoCare Program Code of Ethics
- Maintains a high standard of professionalism
- Performs high-quality repairs and service at a fair price in a clean, professional environment
- Monitors our customer service through the NAPA AutoCare Collision Customer Satisfaction Index Program

National Branding

- Proudly displays NAPA AutoCare Collision Program identification signage
- Offers our customers the confidence of the nationally recognized NAPA name and the personal service of being independently owned and operated