



***COLLISION,
DENT &
GLASS***

You never know when an accident may happen, but you can be prepared by knowing what to do after it happens. So, what do you need to know? Know that **Bill Penney Collision, Dent, & Glass** is here to help!

Our Certified Technicians at Bill Penney Collision, Dent, & Glass are **factory-trained experts** in the repair of all makes and models. They ensure your vehicle will be repaired to factory specifications.

You'll receive **OEM Genuine Parts**, designed to meet the same quality, safety, and appearance specifications that led you to buy your vehicle to begin with. This also helps to maintain your warranty and protect your investment. It's exactly what you need to get back on the road with confidence. It's this standard of quality that sets us apart.

We've broken down the process into **9 simple steps** so you can understand where your vehicle is at any point.



***COLLISION,
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BillPenneyCollision.com

Collision 256-562-0164

Towing 256-536-5055



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**REPAIR
— IN —
9 STEPS**



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REPAIR IN 9 STEPS

1 DROP OFF

Bring us your vehicle and let our customer service representative know your preferred way to be contacted.

2 BLUEPRINT

This is when the repair process starts, and we continue communication to the insurance company to get your repair approved. We do this process, so we don't have to get extra approvals "supplements" from the insurance provider because this slows down the repair plan.

3 PARTS ARRIVAL

This is when we receive and mirror match parts for your job. We always make sure the parts are in good working order before we assign to a tech. Keep in mind we need all critical parts to move to the next step.

4 ASSIGN TO TECH

A Certified Technician will be assigned to your vehicle.

5 PAINT PREP/REFINISH

This is when we get your vehicle ready for paint, then we match color and spray.

6 ASSEMBLY

You are almost at the finish line! We need 100% of parts to complete the assembly stage.

7 DETAIL

Your car is in clean up.

8 QUALITY CONTROL

This is when we make sure everything is approved for you and all payments are verified at this stage.

9 CUSTOMER PICKUP

We will call and schedule for pick up and start the delivery process.



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For more information, find us online at **BillPenneyCollision.com**
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