

12-Point Customer Commitment Plan

Our goal at Nanuet Collision Centers® is to provide a one-stop solution to our customers' collision repair needs. We have launched our Customer Commitment Plan to further ensure customer satisfaction. Our CSI (Customer Satisfaction Indexing) results reflect our staff's commitment to this plan and your satisfaction. Our CSI ratings place us in the top 5% nationally in collision repair services.



Before the repairs:

1. We will greet you courteously and do everything we can to make you feel comfortable.
2. We know that no one plans to have an accident; regardless, you should expect prompt attention. We strive to service our customers as quickly as possible.
3. We will offer you the most efficient solution to your insurance claim. That means getting your car fixed quicker with a lot less stress on you.
4. We will obtain all necessary information not asking you, the customer, to fill out annoying paperwork.
5. We will handle ALL the details with your insurance company and/or assist you in processing your claim.
6. We will schedule a rental car for you if you so desire. In some circumstances, we may be able to provide you with a free loaner car.

During the repairs:

7. We will ask you specifically what your expectations are and we will work diligently to achieve them.
8. We will give you a Projected Delivery Date (PDD) once a thorough appraisal has been performed, and we will meet or beat that date.
9. We will contact you if you wish us to give you repair updates.

After the repairs:

10. We will issue a written Lifetime Warranty on the repairs to your vehicle.
11. Your vehicle will be cleaned inside and out when you arrive to pick it up.
12. We will resolve problems quickly and efficiently with the least inconvenience to you, our valued customer.

We thank you for your business and look forward to serving you, your family and friends in the years to come. If you don't believe you have been treated with the utmost respect and courtesy, or feel we have not met our obligations to you as listed above, please do not hesitate to call on me.

Kevin B Muir
Founder



If you would like more information about our company please visit our website at:
www.nanuetcollision.com