

Questions to Ask Any Auto Body Shop

Print this and bring it with you. The right questions up front save surprises later.

Before you sign anything

A good shop will answer all of these clearly and put the important parts in writing.

- Is the written estimate itemized for parts, labor, and paint?

- Will you use OEM, aftermarket, or used parts, and can I choose?

- What warranty do you offer on the repair and the paint, and for how long?

- How long will the repair take, and what could delay it?

- Will you handle ADAS (camera and sensor) recalibration if my car needs it?

- Do you work directly with my insurer, and will you write a supplement if hidden damage is found?

- Are you certified by my vehicle's manufacturer?

- Can I see examples of similar repairs you have completed?

- Will the paint be color-matched and blended into surrounding panels?

- What happens if I am not satisfied with the result?

Watch for

Pressure to sign quickly, refusal to put things in writing, or a quote far below every other shop. The cheapest phone quote is not always the real bill.

This is a free, educational worksheet from CollisionLane (collisionlane.com). It is general information, not legal or insurance advice. Always confirm details with your insurer and a licensed auto body shop, and get a written estimate before any work starts. Costs and timelines vary by your car, the damage, parts, and your area.