



Service Department Guidelines for DingGard

The following Procedures must be performed before attempting to clean or repair vehicle:

1. Verify that Vehicle presented for repair is the vehicle described in the DingGard agreement.
2. Verify Customers Name on the DingGard agreement. The customer's signature will be required on the repair order and must match the name on the agreement.
3. Verify that damage was not in existence on or before the time of sale.
4. Determine if the Dent or Ding can be repaired using Paintless Dent repair methods and that it is less than 4 inches in diameter.
5. Determine if the Windshield star or crack can be repaired using standard industry methods of repair and that it is less than 2 inches in diameter.
6. Obtain an itemized estimate of repair costs.
7. Call the claims department at 888-565-2580 and verify that the DingGard agreement is in force and has not expired by time or mileage. At this time coverage can be verified. The claims adjuster may request further evaluation or an outside inspection.
8. After receiving claim approval, record the claim number on the repair order, then fax the completed invoice copy of the repair order including the customer's signature and any sublet invoices to **(817)552-4198**.

NOTE: No claims payments will be made if the claim department has not issued a claim approval reference number prior to the performance of any cleaning and/or repairs. You may be required to present photographs of the affected area in order to obtain approval. All claims must be submitted within 120 days of authorization.

An Authorization number must be obtained prior to starting repair from our claim department toll free number:

1-888-565-2580

Claim Department Fax : 817-552-4198