

Frequently Asked Questions

[Where do I get a claim number?](#)

Claim numbers are issued by your insurance company at the time you report your accident. Bring it in when you come to Vic Bailey Collision to begin the repair process. We will do the rest.

[Are you open Saturday?](#)

We are open 7:30 am - 5:30 pm Monday through Friday. Our business phone is 864-585-3600

[How can I get a rental vehicle?](#)

If you need a rental car, we can help you make the necessary arrangements. Insurance companies will only pay for a rental car if you have that option on your policy or if you are the claimant. Check your policy and/or call your insurance company to find out if you have rental coverage and what your specific limitations are.

[If my vehicle's frame is damaged is it a total loss?](#)

No. A car is a total loss only when the price of repairs exceeds the insurance company's determined value of your vehicle.

Our ASE Certified technicians use state-of-the-art computer measuring systems to assess your frame for damage. On most repairs, we can return your vehicle to its original factory specifications. If it is determined that the frame section is bent beyond repair, that section can simply be replaced.

Today, most cars are built using a uni-body design (frame and body as one) construction. This means we have a much greater probability of repairing the frame of your vehicle.

[Can you match the paint color?](#)

Our modern factory finishes incorporate multiple layers of highly specialized paints. We have made a major investment in the finest paint system available and constantly upgrade its technology and equipment to ensure that each vehicle's paint matches its original factory finish. We take special pride in our ability to match factory finish colors as the final step in the restoration process.

[Can I get other service work done on my vehicle while it is in the body shop?](#)

Yes. Just let your service advisor know what other work you would like us to do so that he or she can make the necessary arrangements.

[How long will the repairs to my vehicle take?](#)

Time varies depending on the repairs needed. Your advisor can give you an estimate of the time it will take to complete the repairs to your vehicle. Be sure to check with your advisor for the specifics on your vehicle.

[Can I get a ride home when I drop off my vehicle](#)

Yes, we would be happy to provide this service to you. We want each customer's visit to be a positive experience and will work diligently towards that goal. We provide a pick-up and delivery service.

[Will the parts be ordered before I drop off my vehicle for repair?](#)

Yes, absolutely. Vic Bailey Collision generally orders your vehicle's parts at the time that we write your estimate. Unless your vehicle is unsafe to drive, we will schedule your drop-off date a couple of days later. If you require a rental, we will help you arrange for one.

[How will I know when my vehicle is done?](#)

You will be notified by your advisor when your vehicle is ready to be picked up. You can also check this website. Feel free to call or e-mail your advisor during the repair process if you have questions or concerns.

[Is there a warranty on the repairs to my vehicle?](#)

Yes. We guarantee all repairs with a Lifetime Warranty.

[Do I have to pay a deductible?](#)

The amount of deductible that you will be responsible for is determined by your insurance policy. If you carry broad collision, and you were not at fault, your insurance company most likely will waive your deductible. Insurance companies determine fault by your account of the accident when you make the claim and by reviewing the accident report filed through the police department.

If you aren't sure about your deductible, you can call your agent and he can tell you whether your insurance company has waived your deductible or whether you will be responsible to pay this when you pick up your vehicle.

[To whom do I pay a deductible to?](#)

If your deductible is not waived, it will be your responsibility to pay Vic Bailey Ford Collision when you pick up your vehicle. If you aren't sure about your deductible, you can call your advisor and he or she can tell you whether your insurance company has waived your deductible or whether it will be your responsibility.

[What forms of payment do you accept?](#)

Credit Card, check, cash, money order. The easiest and most convenient way to pay for your portion of the repairs to your vehicle is with a major credit card. We accept Visa and MasterCard. Of course, cash and checks are always welcome.