



## **WHAT TO EXPECT FROM IDC?**

- **Expect a call from a Production Manager within 3 days of sending in your Authorization to Repair (ATR).**
- **Expect an Estimate for repairs prior to the start of repairs.**
- **Expect to pay your Deductible upfront.**
- **Expect to stay clear of the work area for Safety purposes.**
- **Expect friendly, courteous Communication throughout the entire job process.**
- **Expect Professionalism from our staff as well as our sub-contractors.**
- **Expect Quality workmanship.**
- **Expect Timeliness of work performed.**
- **Expect Overall satisfaction.**
- **Expect arrangements to be made for Payment and Paperwork when the job is 75% complete.**