

# Customer Service

*I*t's always exciting for us to begin a business relationship with a new customer. Collision repairs can be worrisome for the vehicle owner, but at Nu-Look Collision, we're committed to making your experience as hassle-free as possible.



*W*e work with insurance companies on a daily basis to provide a smooth, worry-free claims-handling process. At your request, we can handle negotiations with your insurance company or make rental car arrangements for you.

*W*e want your first impression of Nu-Look Collision to be a positive one - and when you leave, we want you to be convinced that your vehicle has received the best possible care. We are committed to doing all we can to live up to your highest expectations.

*R*epeat business is the highest compliment our customers can give us - and we are proud of our long-time base of satisfied loyal customers. If you ever need our services again, you can be sure that you'll return to our facility not just as a customer, but as a valued friend.



*N*u-Look Collision is committed to superior service. Give us the opportunity to show you just how smooth and hassle-free collision repairs can be.

# Nu-Look

**COLLISION CENTERS**



*To* give customers a pleasant & satisfying experience by providing quality repairs & honest, trustworthy service.

**Our Mission Statement:**



# Introduction



## Welcome to Nu-Look Collision, Inc.

We'd like to take this opportunity to introduce Nu-Look Collision, Inc., and all its locations. Nu-Look Collision provides complete full-service collision and body repair and paint at all its locations. Each technician on our staff is an expert at body and paint, including precision unibody and frame repairs on vehicles of every make and model.

As a group of professional collision repair facilities, we endeavor to provide customers and insurance companies with honest, professional service and a high standard for quality repair.

Our convenient locations make a car's repair a breeze. We are in the Monroe County area.



As a member of the greater Rochester business community, we adhere to a code of ethics: our pledge to you is honesty, integrity, safety and craftsmanship. You may have some questions regarding the estimating or repair process. Please don't hesitate to ask. We are ready to help you in any way we can.

We hope you found the information provided helpful in your decision-making process. We would welcome the opportunity to earn your business for all your collision and body repair needs.

# Painting & Refinishing



Automotive painting and refinishing is truly an art. Properly matching the finish found on many of today's vehicles requires special expertise in application techniques, as well as sophisticated equipment and quality materials.

Our painting technicians combine the latest technology with the keen eye of an artist to create superior finishes with a "never been damaged" appearance.



With meticulous attention to detail, the result is that your vehicle's final finish matches the original paint in both appearance and quality - for a look that preserves the maximum value of your vehicle.

Nu-Look Collision uses only the finest quality paints made by SIKKENS. Combined with our computerized paint mixing system and application expertise, it adds up to an exceptional finish, guaranteed to match the original OEM look. SIKKENS backs us with a lifetime warranty, so you can be sure your finish will last. We will also provide you with information on how to care for your vehicle's new finish so you can preserve its beauty for years to come.



At Nu-Look Collision, we truly feel we can provide you with the highest-quality work available - and we're committed to delivering just what we promise.



# Equipment

Nu-Look Collision is committed to providing the most accurate collision repairs possible, and is fully equipped to restore both frame and unibody vehicles to pre-accident condition with state-of-the-art equipment.



Correctly diagnosing the damage to your vehicle is one of the most important steps in the repair process. The lifts in our shops allow our estimators to thoroughly inspect your vehicle the first time, if needed.

With the help of our computerized damage analysis and verification equipment, we can accurately restore your vehicle's damaged structures so they once again meet or exceed factory specifications.



Here at Nu-Look Collision, we're proud to use the Shark System, an electronic measuring instrument that helps technicians restore the integrity and

built-in features of today's vehicles. Engineering safety advances such as cage bodies with crumple zones are designed to protect passengers by absorbing the forces of a collision. Shark ensures the integrity of such safety features by using the same repair technology as vehicle manufacturers use. Rotating ultrasound waves pinpoint damage throughout the vehicle with electronic probes. These probes strike targets suspended from different locations on the vehicle known as "reference points." The Shark System then compares these measurements to the correct manufacturer specifications, and provides a printout showing the extent of the damage and the structural repairs that need to be made. After the repair, another printout is provided to verify the vehicle's pre-accident condition.

The Shark System not only provides an accurate repair - it also provides peace of mind. Customers and insurance appraisers alike can be confident that our computerized technology eliminates the possibility of human operator error. The Shark System is the most advanced damage analysis system available, and we're pleased to offer this service to our customers at each one of our locations.

