

Insurance companies use very specific tactics to persuade you to use THEIR shop.

We believe that people deserve to understand their rights, and know what options they have, so we've put together this list of 5 misleading things you might hear from your insurance company after a car accident:

1. They are not one of our preferred shops so we can't guarantee the repairs.

FALSE

Billy Ray's offers a lifetime unconditional warranty on EVERYTHING WE DO!

2. If you don't use our shop you will have to pay the difference.

FALSE

99.9% of the time the original insurance estimate is inadequate. Insurers will pay more when we show what is necessary to properly and safely repair your vehicle.

3. If you use that shop, we can't get someone out for several days but if you use our preferred shop we have some there to start on it right away.

FALSE

It usually takes no longer than 3 days for most insurance companies to get someone out to inspect the damaged vehicle. This is just another attempt to get these customers into the preferred shop. If it takes longer, it is usually delays caused by the insurance company. But it is well worth the wait to get a complete quality repair.

4. Our preferred shop will wash and vacuum your vehicle.

TRUE

Billy Ray's Collision Center not only washes and vacuums your car, we also clean the windows for you!!

5.

The only reason the repairs might take longer is usually as a result of a poorly written estimate on the insurers' part and the insurance companies response time. They are typically slow to respond and they do not pay us as quickly as they pay their preferred providers.

After a car accident, bring your vehicle to Billy Ray's Collision Center where you, the customer, are our top priority

The vehicle owner is the customer, so we must serve their interests at all times. A company can't serve two masters. When you come to Billy Ray's Collision Center, you will see that YOU are our top priority. We will work for you to properly, and safely, repair your vehicle with the highest level of quality and service.