



AutoXCarCare

Auto club membership

P R O T E C T I N G Y O U R I N V E S T M E N T

How to Request a Repair

Step 1. > Take photos as per Photo Guidelines

Step 2. > Log onto the app & follow the prompts, this can be found on IOS and Android as AutoXCarCare, **OR**

> Visit our website at www.autoxcarcare.com.au and use Your membership login

> Send photos to repairs@autoxcarcare.com.au Repair Requests submitted via email must have; name, membership number and a description of the damage and the location of the damage

Step 3. > One of our Customer Service Representatives will be in contact with You to discuss the outcome of Your Repair Request

PHOTO GUIDELINES

One of the many benefits of Your AutoXCarCare Membership Program is the ability to submit multiple Repair Requests throughout the term of Your Membership Program.

Please follow the photo guidelines to reduce delays in assessing Your Repair Request. We are reliant on the quality of the photos You provide to be able to make an informed decision on whether we are able to repair the damage or not.



Take an up front and close photo, about 30cm away from the damage, making sure You capture all the damage.



Now let's see the complete panel that has the damage, about 1 meter away and directly in front of it.



Just so we are sure there is no additional damage, we need an angled photo of the damage about 1 meter away.

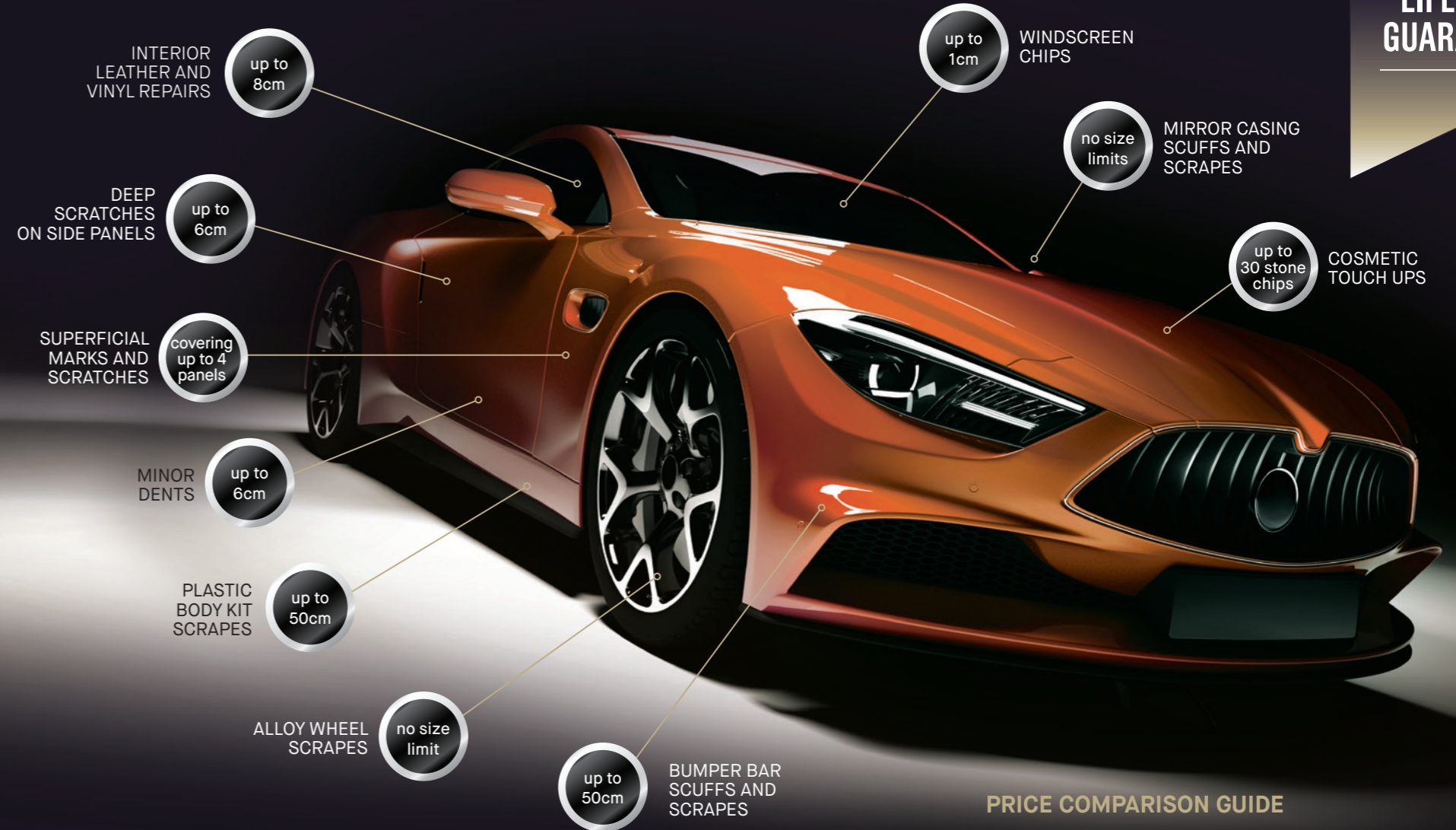


Now take a photo that includes the surrounding panels - we need to see the full side.

Photo tips to reduce the risk of photos being rejected:

- 1** Ensure there are no obstructions casting shadows on the vehicle
- 2** Wipe down the area to be photographed, ensuring they are clean and dry
- 3** Daylight is the best lighting when taking photos
- 4** To ensure photos are not blurry, allow the camera to focus before taking the photo

Repair Guide Overview



LIFETIME GUARANTEE

KEY EXCLUSIONS

- Structural damage
- Horizontal panels such as bonnets, roofs or boot lids (other than stone chips)
- Non-painted textured plastic surfaces

PRICE COMPARISON GUIDE

Service	Member price	Panel shop (average)
Bumper Bar Scrapes	\$50	\$350 - \$1000
Deep Scratch	\$50	\$350 - \$1200
Body Kit Repair	\$50	\$250 - \$1000
Alloy Wheel Repair	\$50	\$200 - \$500



BUMPER BAR

Bumper Bar and Body Kit scuffs and scrapes

up to 50cm on all plastic bumper bars (excludes non-painted textured plastic)



DEEP SCRATCHES

Deep panel scratch or dent with paint damage

up to 6cm in length or diameter on all visible panels, excludes roof, bonnet and top of boot lid (horizontal panels)



LIGHT SCRATCHES

Surface scratches and marks

covering up to four painted panels



SCRAPES

Side mirror scrapes and scratches

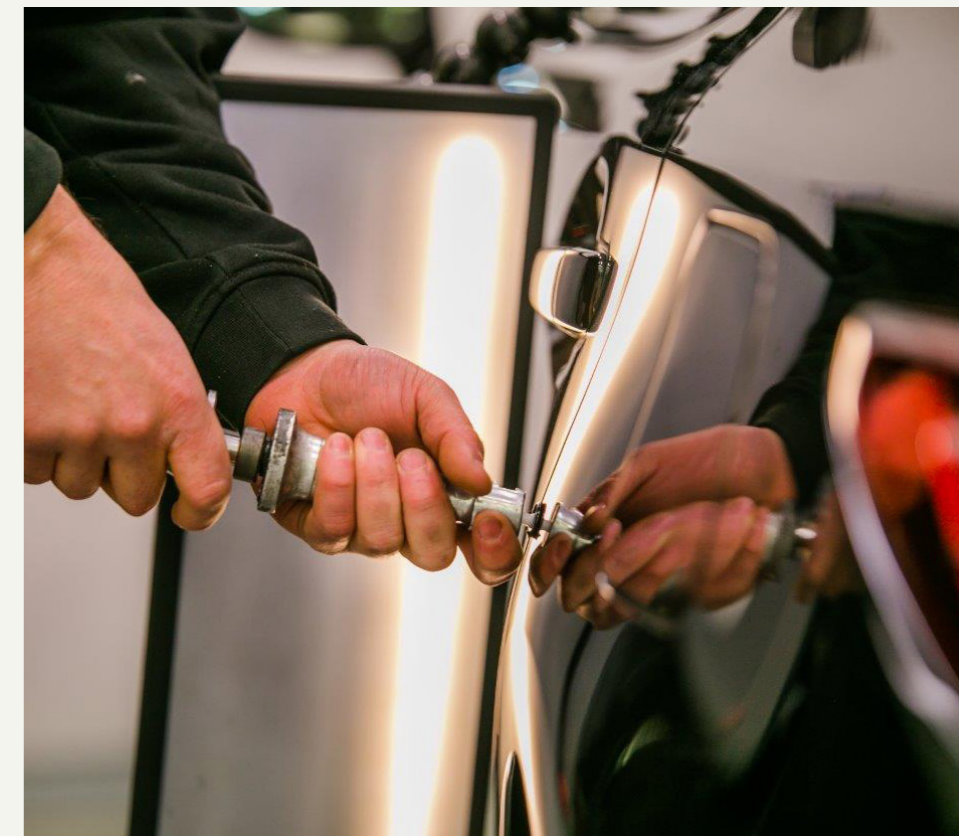
covering one plastic painted mirror casing (no size limit)



DENTS

Minor dents

up to 6cm in diameter on all flat panels



**PAINTED
ALLOYS**

Alloy wheel scrapes*

BEFORE



AFTER



**MACHINED
ALLOYS**

Alloy wheel scrapes*

BEFORE



AFTER



Repair options with AutoXCarCare

1

Mobile Repair

We come to You at a convenient time and location



2

iQurb

World's 1st Mobile Machined Alloy repairs



3

iQpod

Dealership Locations



4

Fixed Repair Sites

Repair centre offering members a discount on out of scope repairs



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