

## Pricing F.A.Q.

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### **Q: Why do you charge \$75 extra to fix dents on the roof?**

A: To access a dent on the roof of any vehicle, we first need to remove it's headliner (the felt or cloth lining above your head). And as any automotive mechanic will tell you, this can be a dubious chore, especially to re-install it properly. Hence, we require a labour fee to cover the extra time involved. This is known in the industry as R & I (removal and installation).

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### **Q: Why is there a \$50 (per) charge on quarter panels?**

A: First off, any one of the four corners of the vehicle is known as a quarter panel. This comprises the two front fenders and the two back quarters past the rear doors (usually where the gas cap is located). These specific areas are always very hard to access, usually involving the removal and the re-installation (called R & I) of a headlight, tail light and/or bumper. As our time is valuable,

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an extra labour fee is required in this case as well.

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**Q: What is so special about Aluminum?**

A: The use of Aluminum in cars has become more common due to its light weight and high strength properties. However, repairing aluminum is more complex and much trickier than steel – as it has no "memory". Thus it requires special training (which we have) and extra time (which you pay for). To see if your vehicle contains Aluminum, carefully place a magnet on its surface – if it doesn't stick – it's Aluminum. You can also check our chart – [click here](#).

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**Q: What's the big deal about bodylines?**

A: All vehicles have a horizontal line that runs down both sides of the body (and sometimes on the hood, roof and trunk as well). They are put there to give a car both strength and interesting style. Some of these bodylines are distinct and sometimes they are more rounded. Either way, bringing a dent back up to level inside a bodyline requires more time (as it triples the crease complexity and forces us to match sharp lines & heavily curved surfaces).

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**Q: How do I know if a dent is overly "deep"?**

A: Basically... you won't. This is something that we have to judge in person. Don't worry, most small dents tend to be average depth, but on occasion they can be much deeper (like a dent made from a BB gun or a distinct door crease). Deep dents have much more "stretched" metal in them, so repairing them requires special attention, technique and time to fix properly.

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**Q: What does your "sliding" discount mean?**

A: It's in everyone's best interest to offer discounts for multiple dents, the more you fix – the cheaper each dent becomes. Thus, our aggressive and fair pricing structure allows you 30% off your 2nd dent and for each successive dent thereafter (to a max of 5, where it then levels out). The discount is calculated from the lower price instead of the initial figure. Example: 4 dime-sized dents = **\$200** (\$79 + 55 + 39 + 27) instead of **\$244** (\$79 + 55 + 55 + 55). This equals bigger savings.

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**Q: Who qualifies for the Wholesale discount?**

A: You must be pre-qualified with Evidents to become eligible for Wholesale discounts. These are clients who provide us with a guaranteed volume of vehicles (minimum of 3) for us to fix each and every month. This typically includes new & used car dealerships, insurance brokers, rental agencies, companies with large fleets and so on. If you think you qualify, it is imperative that you [Contact Us](#) ahead of time.

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**Q: Exact pricing seems complicated. Why not offer mobile estimations?**

A: Mobile estimates are not practical for a couple of reasons. First, our busy schedule simply doesn't allow us the time (as we continually need to keep appointments with our clientele). And secondly, we feel it's important to minimize travel, thereby limiting our effect on the environment. However, we have given you several tools to generally "approximate" pricing on your own: [Click here](#) to see more.

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**Q: What is the easiest way to figure out my price?**

A: Right now, we pretty much need to be able to look at your dents and figure it out for you (usually by photograph)... see [Contact Us](#) page. But we are currently working on an exclusive, user friendly Dent Estimator. Once it is up and running you will quite easily be able to get a very close estimate on your own. Please be patient, we hope to have it up and running in the very near future.

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**Q: What forms of payment do you accept?**

A: For the most part, our business is cash or cheque – at your door. But we do offer alternatives like Paypal (which gives us the ability to take credit cards too) and are in the process of approving Interac Online. Soon, we will have the exclusive capability to authorize credit cards right through our iPhones (saving you time and effort). To learn more about payments visit [this link](#).

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