



### **IMAGE and Documentation Guide**

This list is a guide to capturing images and providing documentation to support obtaining repair authorisation and payment from work providers. Although the list is not exhaustive and not everything listed is mandatory on every claim. By getting into the habit of collating this evidence will support any potential issues, from justifying estimated repair costs, obtaining payment and avoiding potential disputes.

Mandatory Images – These images required to validate the claim

**Vehicle ID** (Registration)

**VIN**

**Speedo** (Preferably with engine running)

**3/4 View from a rear corner** (identifies vehicle reg, model, doors)

**Overall Impact Damage** (shows extent of impact, travel of energy)

**Images of damage**

Recommended

**Images from each corner of the vehicle** (this can capture preexisting damage to support the valuation and help avoid disputes from customers)

**Images in repair stages** – panels fitted, panels repaired, vehicle prepped for paint, M.E.T carried out, miracle pulls applied, vehicle pulled on jig etc (More work providers are making these images compulsory. Not only will they adhere to the work providers request, but they may also support an increase in costs)

**Paint Code**

**Paint Mix** – Image of the paint mix will help support the paint type selected. If Xirallic or Chromaflair tints are present, the paint materials are eligible for an uplift.

**Interior** – helps avoid disputes imaging the condition

Documentation (Images also usually accepted)

**Copies of pre and post repair diagnostic's**

**Wheel Alignment**

**Jig Reading**

**ADAS Calibration**

**Sublet Invoices**

**Info@vdasupportservices.com**

[www.vdasupportservices.com](http://www.vdasupportservices.com)

07388 527793