

Customer Vehicle Damage Policy

The following Customer Vehicle Damage rules apply to all forms of damage excluding hail (e.g. broken windows, cracked paint, broken parts, etc.). They are also applicable to all Auction, Route, Rental, or Retail Technicians.

- For the first and second damage claims for customer vehicles filed by a technician, Dent Wizard agrees to pay 100% of the cost, with no charge to the technician.
- For the third damage claim Dent Wizard will cover the balance of the invoice and the technician will be required to pay \$100.00. This rule will also apply to any claims beyond the third incident. The \$100.00 chargeback will be deducted from the employee's payroll on the immediate payroll cycle following receipt of the claim at the corporate office.
 - In the past, the payroll deduction chargeback amount averaged at about \$240.00. Dent Wizard has chosen to reduce this charge to benefit its technicians.
- There will be no ongoing payroll deductions for incidents occurring in the previous year.