

Our Insurance Process:

1. Bring us your ride so we can evaluate the damages, so we understand how to move forward with a claim or if it is even necessary.
2. Start the claim, your insurance provider will give you a claim number so the process can begin.
3. The insurance company will send us a full detailed email about how they want us to send in the claim, or if an adjustment agent will be coming out. No worries, you do not need to be present for any of it, our team will handle this process for you along with anything else after you drop off the unit to us.
4. We write the detailed estimate. In doing this, we list everything damaged to your ride with all supporting photos provided to the insurance company. Again, this is something we handle for you.
5. Payment: your insurance company is responsible for sending the payment out. As soon as it is approved, the payment will come to either both the customer and Direct UTV Collision Center, or one or the other. The check is to be deposited immediately so the ordering process can start.
6. Ordering the parts: This process you will have to be present for. This is the portion of the process where we go over the "build" list. This will allow you as the customer to have a direct input on how the ride comes back to life. All repairs are safety first of course, our obligation is to make sure your ride is fun and safe for all passengers who will be riding.
7. Taking delivery: As soon as all repairs are done, it's time to ride! Come pick up your unit and go over the process with us, to be sure we didn't miss anything. Remember we DO NOT rewire hot messes. So, if it was done correctly we will definitely put it back correctly. If not, we can't be responsible for this. Take it back to who did it, and have them fix it.

DISCLAIMER: Direct UTV is not responsible for any lost items. Please clean out your unit before you drop it off. This includes all paperwork and personal belongings. Direct UTV will not clean up any old wire jobs unless it is supplemented by the customer or damaged during the accident. This will be a separate item either justified by your insurance, or paid for by the owner if the insurance company can't handle it.

Last but not least, we are in a shipment crisis so parts don't come as fast as hoped for sometimes. Bare with us, we don't want your unit here any longer than you do. It takes up a lot of space in our shop, so our goal is to have the unit fixed and out as soon as possible.

THANK YOU for taking the time to read this. Have an awesome time out riding!

-THE DIRECT UTV COLLISION CENTER TEAM