

## Frequently Asked Question and Important Facts

### Where are you located?

Wiesner Collision Center is located at 400 Longmire, Conroe, TX 77304 on the southwest corner of Wiesner's property.

### What are your hours?

The Collision Center's hours are Monday through Friday from 7:30 a.m. until 6:00 p.m.

### Can I contact you by e-mail?

Yes, email us at [collisioncenter@wiesnerauto.com](mailto:collisioncenter@wiesnerauto.com)

### When can I bring my car in and how long does it take for repairs?

Please contact us to schedule repairs at a time that is most convenient for you. Due to the many different potential scopes of damage, an estimated repair time may not be able to be determined until seen.

### Does Wiesner Collision Center offer a lifetime warranty?

Yes, Wiesner Collision Center offers a lifetime warranty on their labor and workmanship and the parts carry their manufacturer's warranty.

### Are you certified to work on my car?

Wiesner technicians are I-CAR certified technicians that are qualified to work on most makes and models.

### Does Wiesner Collision Center have the necessary equipment to repair my car to pre-accident condition.

Wiesner Collision Center utilizes the latest industry specified equipment including frame machines and measuring equipment to repair your car back to pre-accident condition.

### Can you match my paint?

Wiesner Collision Center uses PPG Waterborne paint system to ensure accurate color match on even the most exotic colors. In addition to a great color match, we are **environmentally friendly**.

Never drive a car that after an accident is unsafe to drive due to the damages received.

An insurance company can not require you to drive around town obtaining multiple estimates

You have the right to use a repair shop of your choice. An insurance company can not force or steer you to a shop of their choice by way of threats or persuasion.

You can choose OEM parts instead of used or aftermarket parts, but you might be responsible for the price difference.