

# Accident

## Visit Audi Centre

Audi Centre will establish if the accident is a fault or non-fault and will provide details on your legal rights

Audi Centre will contact Audi Accident Aftercare on your behalf if support and assistance is required

## Call Helpline

Helpline will determine if the accident is fault or non-fault, discuss your legal rights and offer support and assistance if required

The following details will be managed by Accident Aftercare on your behalf:

- ▶ Recovery of vehicle if necessary to an Audi Approved bodyshop
- ▶ Management of insurance claim
- ▶ Provision of branded replacement vehicles
- ▶ All arrangements and authorisation of vehicle repair

## Fault

Liaison with Audi Approve bodyshop upon receiving your agreement to repair vehicle

Complimentary Courtesy Audi for at fault customers for a period of 48 hours if your vehicle is undriveable

## Non-fault

Advise you of the booking-in date made with the Audi Approved bodyshop, once estimate has been authorised

Like-for-like replacement Audi available for the duration of the repair

**Repaired vehicle returned**