



S&P BRISLEY

ACCIDENT REPAIR CENTRE

Units 9 – 11 Highfield Industrial Estate, Warren road, Folkestone, Kent CT19 6DD

Thank you for choosing S&P Brisley for your vehicle repairs.

Your Repair Progress

Once your vehicle arrives on site and is booked in, the repair will commence, and you will be provided with an estimated completion date via text message.

Please be aware that this date is only an estimated date, and may change should the following occur during the repair:

- Parts delays – we are unable to predict any delays in parts supplied by our suppliers, and we are seeing an increased number of suppliers encountering difficulties in obtaining parts from the main dealers. We do chase ETA times and dates on a daily basis.
- Additional damage found – Although we endeavor to carry out an estimate as thoroughly as possible, once the vehicle is stripped, occasionally we discover additional damage, which we must approach your insurance company for authority to proceed with the additional repairs.

As you will understand, these are circumstances beyond our control, and we endeavor to return your vehicle back to you as soon as possible.

We will ensure that we will keep you updated on the progress of your repair by way of telephone calls and/or text messages.

Once your vehicle has been completed, we will contact you via telephone to arrange a convenient delivery or collection date.

Should you have any queries or concerns at any stage of your repair, please do not hesitate to contact us either on 01303 253126 or customers@spbrisley.co.uk

Many Thanks and Kind Regards,

Gemma Simpson

Gemma Simpson
Customer Service Manager



Vat Registration Number 783 9174 83
Registered in England – Company Registration Number – 3832734
01303 253126