

CONTACT-FREE CUSTOMER SERVICE

**QUESTIONS
522-7768**

Zara's Collision Center is committed to the safety of customers, staff, vendors, and community members. Our commitment is equally strong that customers will receive the same level of outstanding service we have taken pride in delivering for the past 33 years.



PHOTO ESTIMATES

Please text or call 217-522-7768 and one of our friendly teammates will walk you through the process of taking photos for an estimate. Rest assured that we are able to fulfill the insurance companies' needs with the photo estimating process.



Safety off the road before you get back on.



DROP OFF

After photo estimating is completed, a drop-off date for repair will be coordinated with you as well as a rental car (if applicable) to meet you at Zara's.

Please park your vehicle by the front door. Use the Key Drop on the west side of the building, complete the envelope provided there, and slip it inside the mail slot. We will let you know how long the repair will take after disassembling your vehicle.



PICKUP & RENTAL VEHICLE RETURN

All vehicles are cleaned thoroughly before being returned to you. We will contact you with a completion time for your vehicle the day it is to be completed.

Paperwork and keys to your vehicle will be placed on the passenger seat and payment will be coordinated. Envelopes for payment and for returning rental vehicle keys will be on the passenger seat. Please use the drop box on the west side of the building to leave the envelopes.



THANK YOU!